

**Fiscal Year 2004
Annual Report**

*Working for Massachusetts consumers...
serving licensed professionals.*

Commonwealth of Massachusetts
Governor Mitt Romney
Lt. Governor Kerry Healey
Executive Office of Economic Development
Secretary Ranch Kimball
Office of Consumer Affairs and Business Regulation
Director Beth Lindstrom
Division of Professional Licensure
Director Anne L. Collins

The seal of the Commonwealth of Massachusetts is centered in the background of the lower half of the page. It features a shield with a Native American figure holding a bow and arrow, with a five-pointed star above the figure's right shoulder. A ribbon scrolls around the shield with the Latin motto: "ENSE PETIT PLACIDAM SVB LIBERTATE QUIETEM".

Dedication



This report is dedicated to the contribution and service made by our colleague Alex Mastorakas, Compliance Officer in the Office of Investigations.

Special Recognition

The Division is enriched by the many individual contributions made by its employees. This year the agency pays special recognition to the talents and commitment of four of our colleagues who retired this year. We wish them all much happiness in their new endeavors.

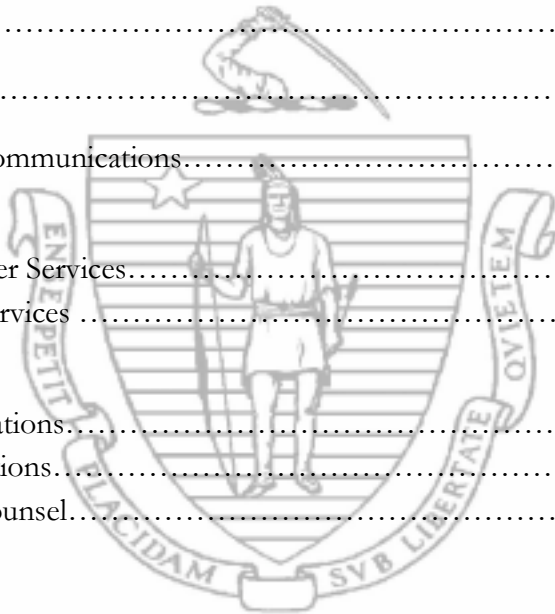
- Leo Bonarrigo, Executive Director Board of Public Accountant. Leo served the Division with distinction from 1976, providing leadership and service to the Board, consumers and certified public accountants of the Commonwealth. Following his retirement Leo continues to dedicate his services as a volunteer member of the Board.
- Jim Anliot, Administrative Counsel– Jim provided excellent service and legal advice to the Division and Boards for over 16 years.
- Maria Marta Vicente, Administrative Assistant to the Board of Real Estate for over 20 years was responsible for maintaining the boards databases.
- Angela Mullens, former Deputy Director and most recently member of the Public Service Unit for Computer Services.

The Division is also extremely grateful for the many dedicated professionals and consumers who give selflessly to serve on the Division's Boards. The Division wishes to give special recognition to:

- Dale Van Meter, retired member of the Social Work Board who served 22 years including 12 years as the chair. Dale is truly a dedicated public servant and the Commonwealth is indebted to him for his work.
- Jack Kauslausks, member of the Board of Embalming and Funeral Directing, Jack has served with distinction for more than 20 years and has been instrumental in initiating many of the current consumer protections.

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CONSUMER BILL OF RIGHTS

The concept of professional regulation serving the public interest is summarized in the "Consumer Bill of Rights," first articulated by President Kennedy in 1960:

- **The right to safety:** to be protected against the marketing of products and services that are hazardous to health or to life.
- **The right to be informed:** to be protected against fraudulent, deceitful, or grossly misleading information, advertising, labeling, or other practices, and to be given the facts needed to make informed choices.
- **The right to choose:** to have available a variety of products and services at competitive prices.
- **The right to be heard:** to be assured that consumer interests will receive full and sympathetic consideration in making government policy, both through the laws passed by legislatures and through regulations passed by administrative bodies.
- **The right to education:** to have access to programs and information that help consumers make better marketplace decisions.
- **The right to redress:** to work with established mechanisms to have problems corrected and to receive compensation for poor service or for products which do not function properly.

Our employees and board members are encouraged to keep these consumer rights in mind when making decisions. Working in the public interest means looking at the issues from the point of view of their impact on the consumers of the service, rather than from the point of view of the licensed professional. We continually examine procedures and decisions to ensure that they encourage openness and accountability, increase the public's safety, and do not restrict choices available to consumers. We remain vigilant to the dangers of over-regulation in a profession, and of the impact of licensing on practitioners' fees.

A license suspension or revocation is generally a sufficient resolution to protect consumers. In the few cases where such disciplinary action may be insufficient, we can provide further assistance to an aggrieved consumer by suggesting an alternative avenue that might provide a more satisfactory resolution. Such avenues include: professional association peer review or mediation committees, alternative dispute resolution, the Better Business Bureau, newspaper or broadcast media "action lines," municipal or regional consumer assistance councils, or legal action through various courts.

Message from the Director



His Excellency Mitt Romney
Governor of the Commonwealth
Lieutenant Governor, Kerry Healy
Secretary Ranch C. Kimball
Executive of Office of Economic Development
Beth Lindstrom, Director
Office of Consumer Affairs and Business Regulation
Honorable Members of the Massachusetts Legislature;

On behalf of the 29 boards of professional regulation served by the Division of Professional Licensure, I am pleased and proud to present the many accomplishments achieved in FY 04. Through a renewed commitment to teamwork and excellence, the Division has achieved record results in enforcement, developed time saving new administrative approaches, and dedicated itself to improved outreach and communication to consumers and our licensees.

Building upon the success achieved in FY 03 toward eliminating the historic backlog of enforcement cases, the Division continued to receive, resolve and take disciplinary action in record numbers of cases. DPL received 2567 cases up 90% from FY 02, resolved 2306 cases up 60% from FY 02, took disciplinary action in 829 cases up 114% from FY 02, and conducted 6411 inspections up 60% from FY 02. Perhaps even more importantly, at the same time the Division dramatically reduced the age of pending cases by cutting the cycle time for processing complaints and cutting the average age of cases by over 60%.

Detailed throughout the report that follows are the many policy initiatives undertaken by the Boards to promote a safe, fair and equitable business climate in which consumers can make informed choices and receive quality services from licensed professionals. Each Board has established a targeted set of strategic priorities designed to increase and leverage the board's role in protecting the public. One example of this approach of which I am especially proud is the Division's Cosmetology Team, which was selected this year as a recipient of the Manuel Carballo Governor's Award for Excellence in Public Service. With diligence this team dramatically increased the effectiveness of the Cosmetology Board's enforcement of public health and safety standards. This group included representatives from all departments of the agency and exemplified the type of commitment to results and willingness to continually improve process that the Division strives for.

The Division is grateful for the volunteer commitment of the over 200 board members who give generously of their time to ensure that professional regulation in Massachusetts is meaningful and appropriate.

Sincerely,

Anne L. Collins, Director

About the Division

The Division of Professional Licensure is an agency within the Office of Consumer Affairs and Business Regulation. The Division of Professional Licensure is responsible for ensuring the integrity of the licensure process for 43 trades and professions regulated by 29 boards of registration, the continual updating of licenses for approximately 300,000 active licensees, and the maintenance of the multiple databases related to licensing, enforcement, and revenue collection. This work is accomplished through the combined efforts of the volunteer members of the Boards of Registration and the staff of Board Offices, Computer Services, Fiscal Services, the Office of Legal Counsel, the Office of Prosecutions, the Office of Investigations, and the Administrative Office.

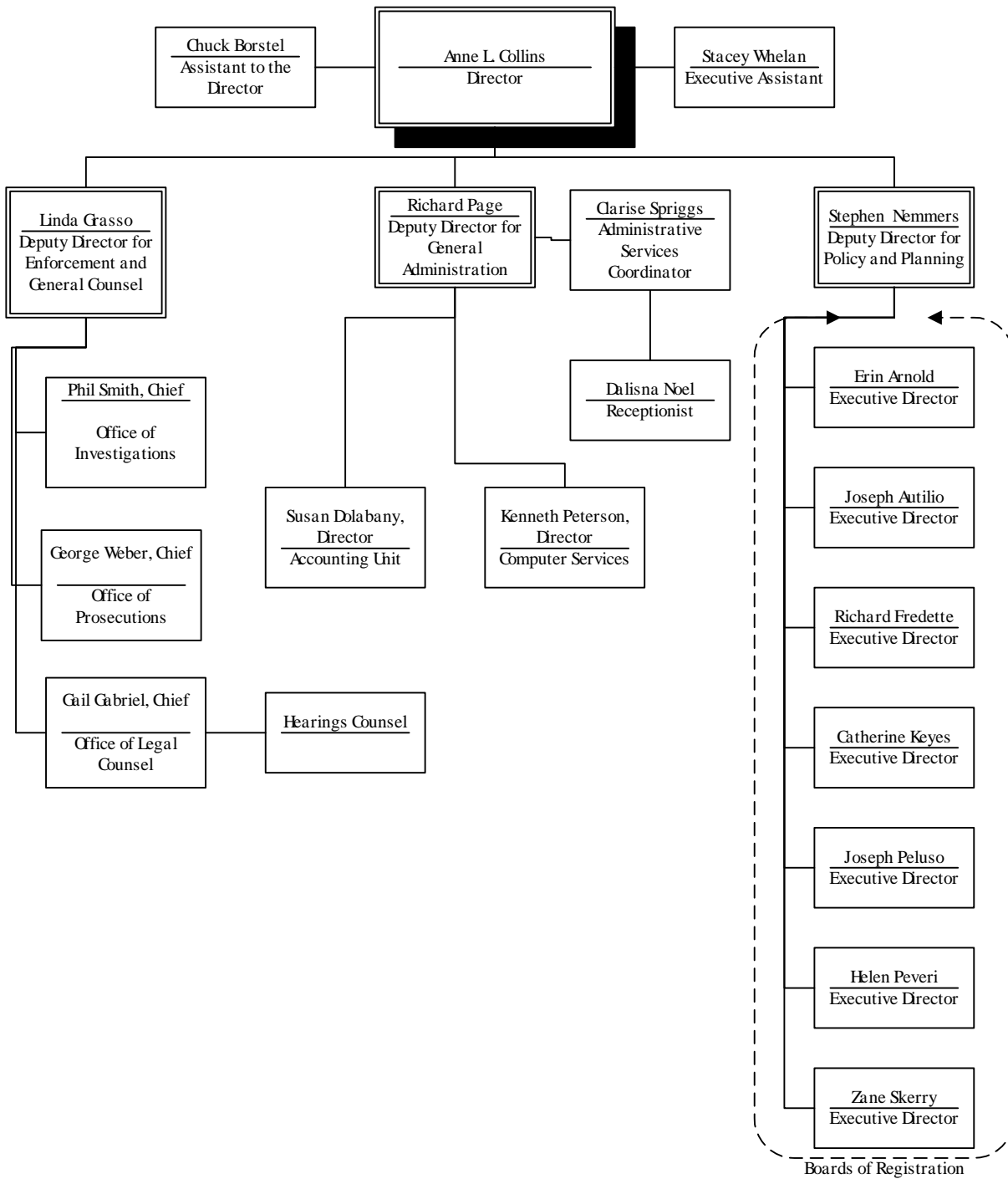


In December members of the Division posed for a picture to send to our colleagues who were serving our country in Iraq. Thankfully at the time of publication of this report both of them were home safely.

Mission

The Division works to protect the public health and safety by issuing licenses to qualified individuals who provide services to consumers, and by providing fair and consistent enforcement of the statutes and regulations of the boards of registration.

Organizational Chart



Accomplishments



Director Collins addresses members of the media at the State House as Director Lindstrom, Lt. Governor Healy and Governor Romney look on.

The following is a list of some of the most notable accomplishments and successes the Division of Professional Licensure has achieved during the past fiscal year:

- ◆ DPL continued its drive to provide improved enforcement increasing its results in all key performance categories. DPL received 2,567 complaints, up 90% from FY 02, closed 2,306 cases, up 60% from FY 02, took disciplinary action in 829 cases, up 114% from FY 02 and conducted 6,411 inspections, up 60% from FY 02.
- ◆ DPL has dramatically reduced the age of pending cases by reducing the cycle time for processing complaints. In January 2003, the average age of open cases was 847 days and the median age was 631 days. In July 2004, the average age was 265 days open and the median age was 113 days.

9 In addition, each board developed its own set of enforcement criteria and messages to help focus Division enforcement efforts and increase and leverage the outcome from those efforts. Some examples follow:

- ◆ The Board of Chiropractors focused on the issues of insurance fraud. The Board held a forum on the topic in Lawrence, MA that was attended by over 200 chiropractors and representative from state and local law enforcement, the Insurance Fraud Bureau, local officials, and members of the Legislature. The Board also processed over 100 pending cases, completing investigations, and taking disciplinary action in 14 cases. This type of targeted approach sends a clear message to the regulated community that committing insurance fraud can result in stiff penalties.
- ◆ The Cosmetology and Barber Boards identified the need for increased inspections to ensure sanitary conditions as their top priority. As a result, the Cosmetology Team was formed to conduct city-wide “sweeps” in various communities, inspecting every salon in a given area. These sweeps resulted in record numbers of violations and fines which resulted in the collection of over \$125,000. The Cosmetology Team was awarded the Manuel Carballo Governor’s Award for Excellence in Public Service for their accomplishments.
- ◆ The Board of Funeral Directors and Embalmers established that protecting consumers from theft of pre-need funds as their top priority. The Board also sought to increase the number of business and sanitary inspections performed at funeral establishments. The Board has also promulgated important new regulations establishing new safeguards, produced an educational brochure for the web site, performed training for funeral directors across the state and took disciplinary action in a record number of cases, including 70 suspensions, three revocations and one probation.
- ◆ The Board of State Examiners of Electricians focused on protecting the public by ensuring competence by licensees. The Board focused on licensing with continuing education requirements. The Board designed new software to better track and receive information about licensee compliance. The Board also stepped up its non-renewal procedure to block the continuing practice of those who failed to meet the requirement. The Electrician’s Board also issued advisory letters in 153 cases, revocations in 19 cases, suspensions in two cases, four stayed suspensions, probation in four cases and obtained refunds for consumers of over \$6,000.
- ◆ The Board of Real Estate Brokers and Salespersons conducted several surveys designed to increase broker compliance with state rules. The Board conducted outreach and educational programs to real estate companies, reminding them that the law prohibits direct referrals of home inspectors. In the City of Boston, the Board also issued an advisory warning to local brokers to refrain from overcrowding when leasing apartments to college students, a practice that is both unsafe and may violate local ordinances. The Real Estate Board revoked 18 licenses, issued 22 suspensions, accepted voluntary surrenders of eight licenses, issued one stayed suspension and five probations. The Real Estate Board also obtained nearly \$20,000 in refunds for consumers.
- ◆ The Board of Home Inspectors issued their first fines totaling \$6,575 and made a priority of enforcing the law forbidding home inspectors from attempting to avoid liability for their work. The Board also generated a helpful consumer guide on its web site.

- ◆ The Division also introduced a new “triage” program designed to perform more detailed intake on new consumer complaints. The goal is to immediately identify those matters which would unlikely warrant a full investigation to avoid taking investigator time away from more serious matters. Another goal was to provide quick responses to consumers especially if their concern could be resolved with a phone call or referral to another agency. The triage team screened out 275 cases and assisted in developing numerous cases for later referral to law enforcement and investigations.

- ◆ Enforcement against unlicensed practice was a top priority for nearly every board in FY 04. The Division achieved success in several venues for increasing the prosecution of unlicensed practice. First, DPL advocated for passage of the Enforcement Powers bill that would both increase the penalties for unlicensed practice and give the boards themselves jurisdiction and fining power in these cases. This language passed the Senate in the budget and is currently pending in the House as separate legislation. In addition, the Hearing Instrument Specialist Board, a board which already has this authority, successfully prosecuted its first case of unlicensed practice. Finally, DPL succeeded in having the Office of the Attorney General grant Special Assistant Attorney General status to one of its prosecutors who has successfully prosecuted one case in criminal court.

- ***Boards within the Division also advanced multiple policy and regulatory changes. Below are some of the many issues addressed by boards this year:***
 - ◆ The Plumbing Board initiated a wholesale revision and reorganization of the state plumbing code. This effort has taken hundreds of hours and will result in the first code update in over eight years. At the same time, the Board implemented new testing guidelines for the new CNG (compressed natural gas) stations which are subject to Board inspection. The Board also worked with the manufacturers of corrugated stainless steel tubing to ensure proper safety standards without unnecessarily limiting market place choices. The Board also implemented a new online product approval list to make this information more readily available to licensees and the public and to streamline the product approval process. The Plumbing Board implemented a new training program for all local plumbing inspectors to ensure proper continuing education and uniform code application across the Commonwealth. Finally, the Division and the Plumbing Board succeeded in advocating for the enactment of new legislation which will allow the Board to establish a continuing education requirement for all licensees and to modify the apprentice training requirements.

- ◆ The Board of Registration of Public Accountants was also successful in achieving new legislation that has authorized them to implement electronic computer based testing.
- ◆ The Board of Landscape Architects revised and updated its licensing examination.
- ◆ The Division revised its procurement process to ensure effective management of the agency's vendors. New contracts were entered into for the Electricians Board, Plumbing Board, TV Board and Drinking Water Board.
- ◆ Multiple Boards also drafted new regulations and other Boards are currently in the process of regulation to pair down any unnecessary or cumbersome regulations that do not meet current needs. Regulations completed or heard in FY 04 cover the following professions: Funeral Directors & Embalming, Social Workers, Veterinarians, Electricians, Chiropractors, Electrologists, and Plumbers. The Real Estate Appraisers Board also drafted new regulations that are currently pending hearing.
- ◆ DPL obtained CORI clearance to be able to obtain criminal history information about prospective licensees for most boards. DPL is working with the Criminal History Systems Board to try to develop an efficient means for sharing this data.
- ***DPL implemented several new administrative solutions designed to meet statutory requirements or to streamline current processes. FY 04 administrative accomplishments include:***
 - ◆ New in house databases were developed to improve work flow and track progress on matters ranging from personnel and press to the legal docket.

- ◆ The Division's Intranet was expanded to provide a community bulletin board and grant easy access to a host of information that facilitates the daily work of Division employees.
- ◆ A new "white sheet" database was developed that streamlines the process for making changes to licensing records and improved data integrity. This is a precursor step toward developing a new paperless change control process.
- ◆ A new duplicate renewal process was introduced to streamline the printing of duplicate renewals. The new process increases the speed at which requests can be filled and address update information entered into the licensing database. This improvement has saved 10,000 minutes or the equivalent of 4.44 weeks of administrative work "saved".
- ◆ DPL also successfully developed a plan to improve access to and use of the current databases. At the close of FY 04, the Commonwealth's Information Technology Division approved funding for a new web-based system that will facilitate DPL's ability to offer online renewals of licenses and will present a integrated view of the currently separate licensing and complaints databases. Implementation of this On-line Application Self-Service Information System (OASSIS) is planned for FY 05.
- ◆ DPL focused extensively on increasing its outreach and education programs. DPL issued 34 press releases and had 86 press contacts or interviews. In addition, DPL sent speakers to functions for the following professions: Funeral Directors and Embalmers, Engineers and Land Surveyors, Social Workers, Plumbers, Occupational Therapists, Chiropractors.

Consumer Outreach and Communications

Press Releases



The Division issued 34 press releases highlighting disciplinary actions by the boards. Copies of the press releases can be found on the web site at www.mass.gov/dpl/press.htm. In addition to disciplinary press releases the Division also issued releases when the Boards adopted new rules and regulations to keep the public and licensees aware of the changes that were made.

Speakers Bureau

Consumer organizations, schools, government agencies, professional organizations and interest groups can request that a representative from the Division address an upcoming seminar, dinner, meeting or other event. The Division offers a host of professionals prepared to speak on numerous subjects of concern to consumers involving the Boards of Registration and the licensed professions. More information and a Speaker Request Form are available on the Division web site at www.mass.gov/dpl/Consumer/SpeakersBureau.htm.

Consumer Tips

Each month the Division updates the web site with a “Consumer Tip of the Month”. This feature allows the Boards to impart their expertise to the consumer throughout the calendar year. Many of the “Tips” are topical and are pertinent information for the particular time of the year. To view the “Consumer Tip of the Month” go to <http://www.mass.gov/dpl/current/tip/ztipintro.htm>.



Check A License

Licensing of certain professions serves both to protect and to benefit consumers. Professional licensure ensures that a license holder has met certain minimum requirements – usually education, experience and examination – for competent practice of that profession. Licensing then holds that professional to certain standards of practice and levels of experience and ethics. To keep a license, these practitioners must continue to adhere to the ethical guidelines, standards of practice, educational requirements and regulations pertaining to their professions. Consumers can check the status of a practitioner’s license and whether or not there has been disciplinary action by visiting the Divisions web site at www.mass.gov/dpl and selecting the “Check A License” option.



General Administration

The Division is the oversight agency that provides services to the Boards of Professional Registration. The Division centralizes services and achieves economies of scale providing technical and operational support and direction by coordinating budget and administrative functions, completing capital projects, and providing fiscal and information technology services.

The Director's Office coordinates and prioritizes the consumer protection missions of the 29 boards and allocates resources to maximize consumer protection. The Director assists the boards through five central service units: Computer Services, Fiscal Services, the Office of Investigations, the Office of Legal Counsel, and the Office Of Prosecutions.

Computer Services Department



Computer Services acts as a liaison between the State's Information Technologies Division (ITD), lock box vendor, testing companies, and other vendors. It develops and maintains license renewal applications,

produces licenses, and maintains more than 1,000,000 license records. Computer Services establishes production schedules to coordinate the smooth flow of license and renewal productions, records maintenance, and testing information. It works closely with the Fiscal Services to electronically process fee collection information.

Network Services is charged with maintaining the Division's information technology and telecommunications systems. Computer Services manages the information technology needs within the Division by developing information systems and providing support for the Agency's Windows 2000 Active Directory Network and desktop applications. It is also responsible for ensuring that electronic licensee records are secure and that Division employees have continuous access to resources that protect consumers of the Commonwealth.

Data Processing is responsible for maintaining the electronic records of Division licensees. Responsibilities include processing over 250,000 renewals, 30,000 new licenses, and 100,000 record changes this past year. Additionally, Data Processing is responsible for honoring requests for public information about licensees.

Web Services is responsible for maintaining the Division's Internet and Intranet site. Web Services publishes daily updates to the Web sites and ensures that licensee information posted to the Web site is accurate and up to date.

Computer Services Accomplishments

- ⇒ On-line Plumbing Products Supply List
- ⇒ On-line Electricians Continuing Education Status
- ⇒ Records Update for Creation of Funeral Establishment
- ⇒ Staff Assignments added to Complaint System
- ⇒ New Fees updated
- ⇒ Changes made to online Change of Address Application
- ⇒ Mobile Investigator Database for Remote Inspections

15 Intranet

The Division has recently redesigned its Intranet site, making it more accessible, employee-friendly and content-rich. The site features a continually updated calendar, Division and State policies, glossaries of Division-specific terms and codes, forms and news items. This initiative assists Division staff by enhancing the cooperative, community spirit among employees and serves as a central location where critical information may be accessed. It was designed to increase employee productivity by providing a single, paperless repository of all necessary research information and forms commonly used by employees. It has also been used to reduce agency costs by including links to reference sites that have reduced employee use of 411 calls, and decreased returned mail by linking to the US Post Office site to provide correct zip codes. The site also links to the Commonwealth new ACES performance evaluation tool.

Public Information Requests

In order to better serve consumers, the Division offers customizable, detailed license databases on CD-ROM. For a small fee, media professionals, business owners, professional organizations and consumers can now request these CD's, which conveniently organize licensee information, including name and mailing address, Board of Registration, license type, number, issue date, expiration date and status. Database files are available for all professions licensed by the Division and contain all records for each profession.

Fiscal Services Department

Fiscal Services performs all revenue functions for the 29 Boards of Registration within the Division of Professional Licensure, as well as the seven Boards of Registration that are now being overseen by the Department of Public Health, a total of 36 Boards. Individual



Boards must record their revenue, and each Board has two revenue accounts: Lockbox Revenue, which primarily consists of license renewal fees, and Over-the-Counter (OTC) Revenue, which includes application fees, original license fees and miscellaneous fees. The total estimated revenue ranges between 14 and 19 million dollars annually. These figures include both General Fund and Trust Fund revenue. There is one new MMARS Trust Fund revenue account for all Boards. (new MMARS is the statewide electronic accounting system).

The Commonwealth contracts with Bank of America using a "lockbox" system to process all license renewal applications and revenue received from renewals for the 36 Boards of Registration. The annual revenue deposited and processed through the lockbox ranges from \$11 million to \$18 million. Approximately 200,000 to 250,000 coupons are processed annually. Renewal coupons are printed and mailed monthly, the volume ranging from 8,000 to 47,000 per month. The lockbox system enables the Division to update the licensee database and revenue information within 24 hours.

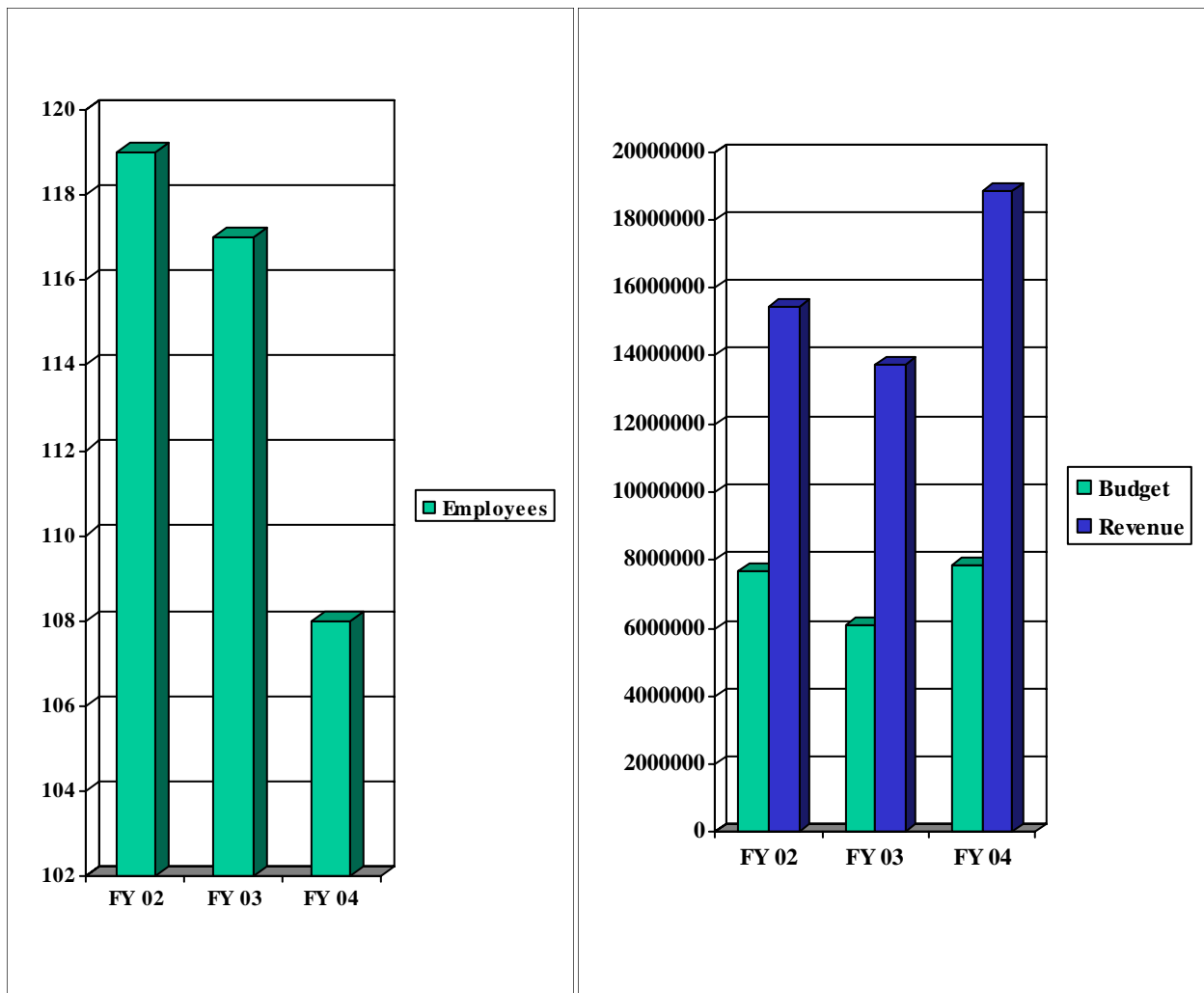
Fiscal Services Accomplishments

- Promulgated and implemented new fees, along with the trust portion of those fees, for the 36 Boards of Registration effective October 1, 2003. This included filing a new fee schedule at Administration and Finance as a result of trust fund legislation that increased all fees by 50%.
- Modified all of the existing accounting systems, reports and templates that were set up to accommodate the Division's first trust fund fee increase which took effect on May 1, 2002. Systems were modified properly to account for and document the new fees effective October 1, 2003. In addition, reports list pre May 1, May 1 and Oct 1 fees with the different trust portions of those fees.
- Developed a new "Revenue Projection" database to replace the system that was part of DPL's Warehouse.
- New MMARS transition for FY04 and FY05 Successful conversion from Old MMARS revenue accounts and structure to New MMARS system.

Fiscal Services is also responsible for a number of daily and miscellaneous reports for revenue projection and collection, renewal estimates and other statistical data. These reports include daily accounting summary and automatic fee reports for recording lockbox revenue and Trust Fund revenue, as well as a Revenue Warehouse Report, which is used for renewal revenue projections and which can be generated on a daily basis.

Fiscal Comparison FY 02 through FY 04

Fiscal Year	Budget	Revenue	Employees
2002	\$7,692,393	\$15,418,504	119
2003	\$6,066,389	\$13,772,576	117
2004	\$7,857,637	\$18,832,787	113



Enforcement

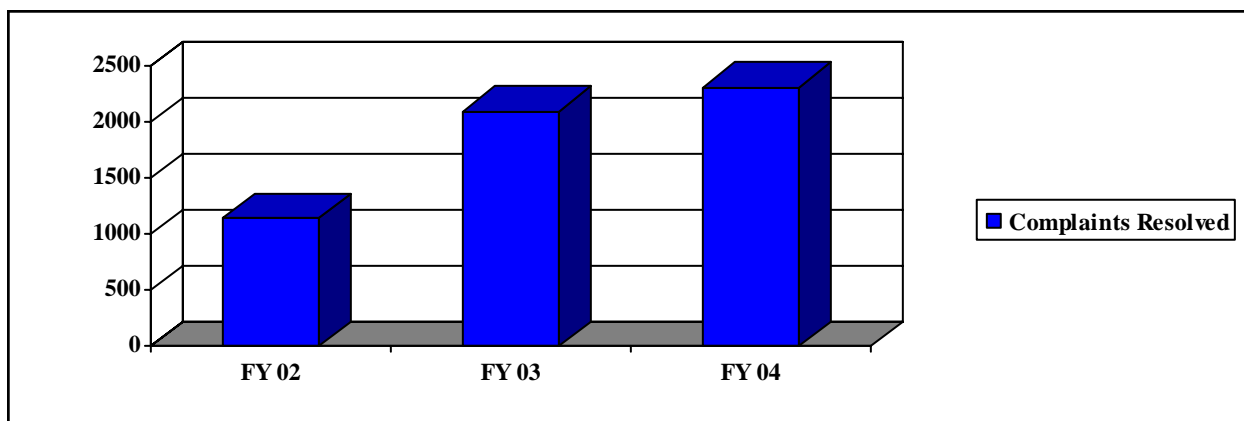
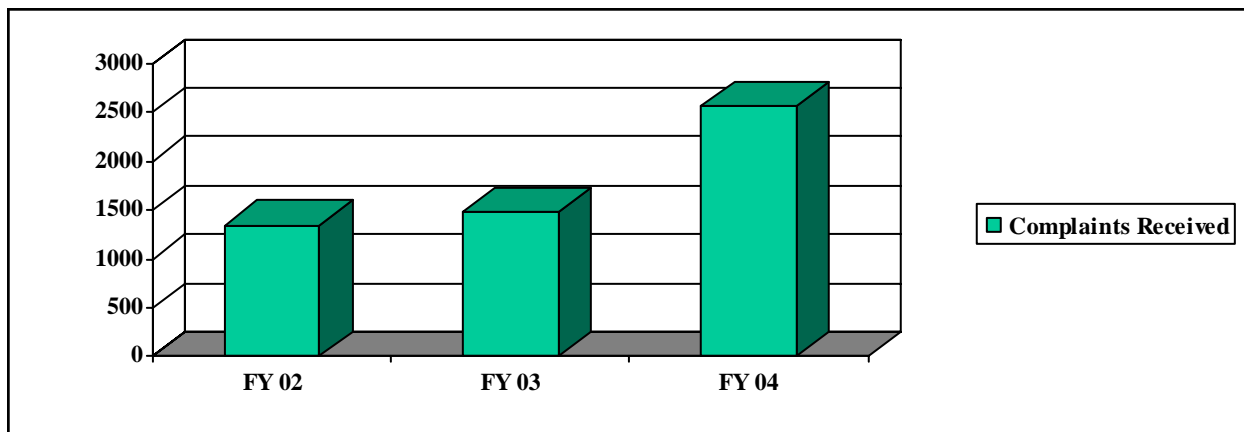
The Office of Investigations, Office of Legal Counsel, and the Office of Prosecutions provide enforcement of the statutes and regulations governing the practice of the professions regulated by the boards.

Working cooperatively, the members of the enforcement units ensure that the public is protected by assisting the boards in identifying and investigating professional misconduct, settling consumer complaints, and imposing discipline on unethical, incompetent or unprofessional licensees.

The enforcement staff also works with other law enforcement and regulatory agencies to ensure a comprehensive approach is taken in protecting the public.

Complaints Received and Resolved, FY 02 through FY 04

	FY 02	FY 03	FY 04
Complaints Received	1,348	1,480	2,567
Complaints Resolved	1,140	2,094	2,306



Office of Investigations

The Office of Investigations provides the Division's front line of



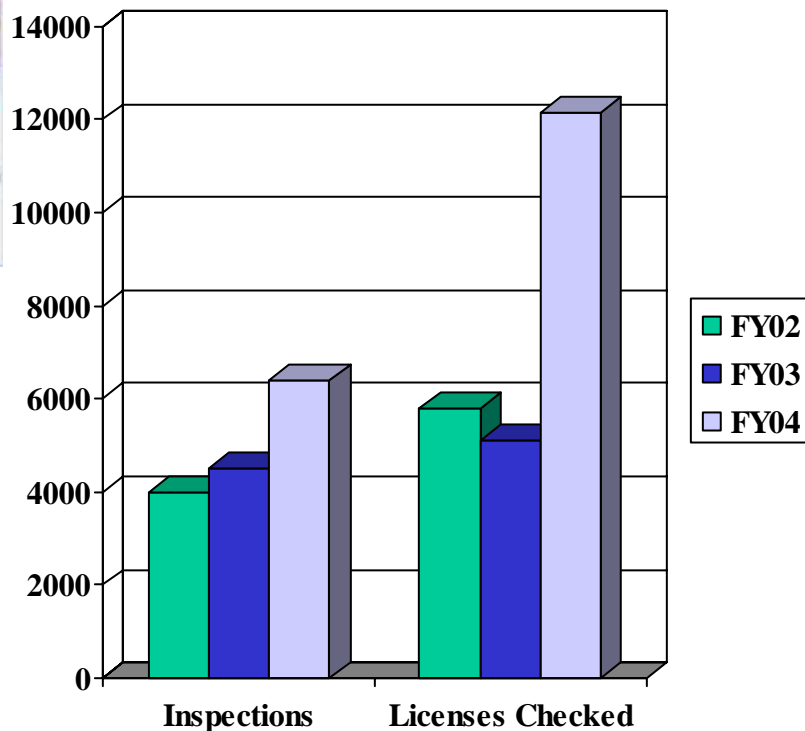
consumer protection. The formal consumer complaint process is initiated with this office. Investigators handle hundreds of telephone calls per week assisting consumers in determining the disciplinary status of licensees, filing complaints, resolving disputes, pursuing legal redress in the courts, and filling requests for public information.

They also respond to the questions and problems of licensees, attorneys, and representatives of various state agencies. The office conducts investigations into allegations of professional misconduct and inspections of business premises licensed by the boards.

The office also handles all state plumbing inspections for the Commonwealth and electrical inspections for the state transportation agencies.

Inspections and Licenses Checked

FY 02 through FY 04



	FY 02	FY 03	FY04
Inspections	3,987	4,511	6,411
Licenses Checked	5,815	5,119	12,155



General Counsel Linda Grasso observes one of the many inspections performed by DPL of the work in the new 93 tunnel in Boston.

Office of Prosecutions

The Prosecuting Counsel assist the Boards and the Office of Investigations in determining which consumer complaints against licensed professionals suggest professional misconduct. They prosecute disciplinary cases against licensees before the boards and coordinate prosecution of board disciplinary action with other law enforcement agencies.

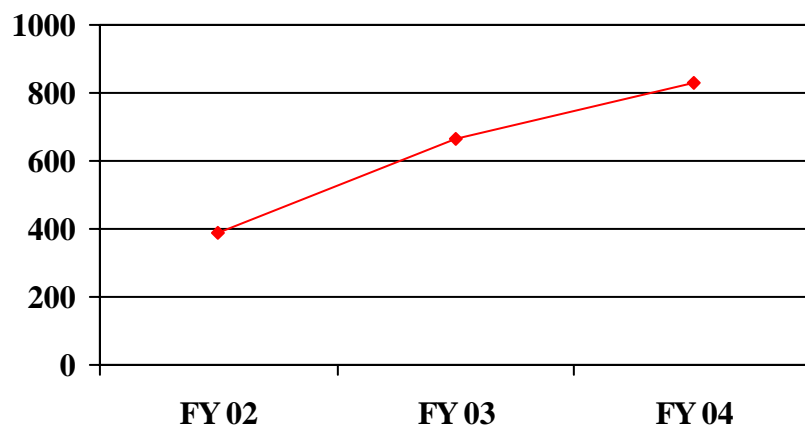
The Health Care Fraud Unit participates in a referral network with law enforcement agencies including the Office of the Attorney General, the Insurance Fraud Bureau, and the U.S. Attorney's Office as well as with private insurance companies. It has established a database to track trends in insurance fraud by health care providers and serves as an educational resource to public and private entities through its ongoing presentation of seminars on healthcare fraud and abuse.

The Health Care Fraud Unit (HCFU) is a permanent unit within the Office of Prosecutions. The HCFU works to combat insurance fraud perpetrated by health care providers licensed by the Boards.

Disciplinary Actions, FY 02 through FY 04

	FY 02	FY 03	FY 04
Revocations	33	130	52
Voluntary Surrenders	12	32	18
Suspensions & Stayed Suspensions	228	310	121
Probations	56	84	69
Reprimands	5	59	2
Censures and Warnings**	0	1	13
Licensees Fined***	53	47	554
Totals	387	663	829

Disciplinary Actions



Notes:

*Multiple disciplinary actions may have been taken against the same license.

** Reprimands, censures, and warnings do not affect the status of a license.

***Not all Boards have the authority to levy fines.

Office of Legal Counsel

The Office of Legal Counsel serves two basic functions. Administrative Counsel assist the boards in developing policy and regulations, advise the boards on the propriety of proposed actions, negotiate with testing services and provide legal opinions

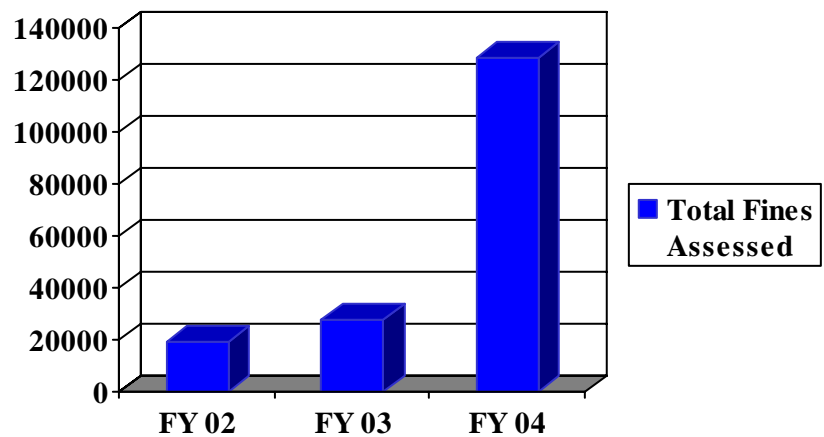
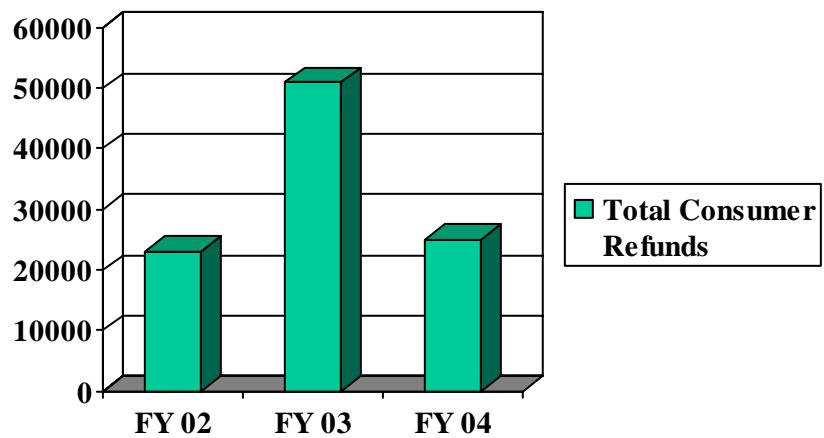


regarding matters affecting the boards, the professions, and the Division.

Hearings Counsel assist in expediting the disciplinary hearing process by advising the boards on the legal and evidentiary issues involved in conducting adjudicatory hearings, drafting recommended decisions, and in some cases, serving as the boards' designated hearings officers.

Fines and Refunds, FY 02 through FY 04

	FY 02	FY 03	FY 04
Total Consumer Refunds*	\$23,049	\$50,985	\$25,030
Total Fines ** Assessed**	\$19,000	\$27,700.00	\$128,325



*Licensing boards do not have the authority to demand refunds. All refunds are voluntary and result from negotiations between the investigative and board staff and the licensee.

**Not all Boards have the authority to levy fines.

Boards of Registration



Each Board of Registration is separately established by its own enabling legislation. Boards of Registration have been in existence since 1885 and, in general, have the following duties:

- Evaluate the qualifications of applicants for licensure
- Grant licenses to those who qualify
- Establish rules and regulations that ensure proper standards of ethics and technical competence of licensees
- Take appropriate disciplinary action against those whose conduct does not meet the accepted standards of the profession
- Hold informational public hearings to determine appropriate standards of practice
- Update rules and regulations and examination procedures to keep standards appropriate over time
- Review consumer complaints and remove incompetent and unethical licensees from practice, obtain relief for consumers or provide guidance for other actions
- Perform inspections of facilities under their jurisdiction to ensure safe and appropriate operations

The 29 Boards within the Division govern more than 43 trades and professions. General provisions applying to most Boards of Registration are set forth in Chapters 13 and 112 of the Massachusetts General Laws. Each Board publishes regulations in a separate chapter of the Code of Massachusetts Regulations. Board members are licensed professionals as well as members of the public who are appointed by the Governor and serve as volunteers. Upon appointment to a specific term as provided in the General Laws, Board members take an oath of office and become "public officers."

There are 203 volunteer Board members who make up the boards. Boards generally meet once per month or as needed to carry out their duties.

The Board of Registration of Allied Health Professionals



Board Members

Paul N. Petrone, OTR/L, Chair
 Richard Burr, LATC, Vice Chair
 Kathleen Barnes, PT, Member
 Nancy Lowenstein, OTR/L Member
 Steven Nikolsky, Public Member
 Charles Redmond, LATC/PT, Member
 Denise Sargent, LATC/PT, Member
 Nancy Stephens, PT, Member
 Rhonda Meyer, PT Member

Creation of Board

M.G.L. Chapter 13,
 Section 11A

Rules and Regulations

259 CMR 2.00-5.00

Licensing Provisions

M.G.L. Chapter 112,
 Section 23A to 23Q

The Board of Registration of Allied Health Professionals regulates occupational therapists and assistants, athletic trainers, physical therapists and assistants. Occupational therapists are health professionals who use occupational activities with specific goals to help people of all ages prevent, lessen or overcome physical, psychological or developmental disabilities. Athletic trainers work with clients who are preparing for, or participating in, sports activities. They work to treat, rehabilitate and prevent athletic injuries. Physical therapists provide rehabilitative care for patients with physical disabilities or dysfunction.

The Board of Registration of Allied Health Professions evaluates applicants for licensure and grants licenses to those who qualify. It establishes rules and regulations to ensure the integrity and competence of licensees. The Board is the link between the consumer and the allied health professional and, as such, promotes the public health, welfare and safety.

Facts and Figures

The Board of Registration of Allied Health Professionals licenses approximately 18,177 allied health professionals throughout the Commonwealth. The Board received 27 new complaints and resolved 57 complaints from this and previous fiscal years. The Board held three investigative conferences and three formal hearings, entered into eight consent agreements, accepted the voluntary surrender of four licenses, revoked four licenses, and issued one stayed suspension.

<http://www.mass.gov/dpl/boards/ah/index.htm>

Accomplishments

The Board handled several complaints of insurance fraud and inappropriate conduct and revoked or suspended of four licensees in FY 04. Disciplinary actions have been reported on local radio stations and posted on the website of the American Physical Therapy Association of Massachusetts.

Special Recognition

In June 2004, Charles Redmond, LATC/PT, Allied Health Board Member, and Chair of the Department of Exercise Science and Sports Medicine at Springfield College in Springfield, Massachusetts, was one of the eight honorees inducted into the National Association of Athletic Trainers Hall of Fame. The award recognized Charlie's professional excellence, volunteer service and community outreach.

The Board of Registration of Allied Mental Health and Human Service Professions



Board Members

Lisa M. Taleghani, (RT) Chair
 I. Scott Cohen, (MF), Member
 Teresa Davis, (ED) Member
 Richard Goodman, (CC) Member
 Marigold Louis, (ED) Member
 Lisa Matrundola, (RT) Member
 Mary Ann Hanley, (CC) Member
 Gordon Benson, PhD (MF) Member
 Fred Brustman, Public Member

Creation of Board

M.G.L. Chapter 13,
Section 88-90

Rules and Regulations

262 CMR 2.00-9.00

Licensing Provisions

M.G.L. Chapter 112,
Section 163-172

Allied Mental Health and Human Services Professions encompass the fields of mental health counseling, marriage and family therapy, rehabilitation counseling and educational psychology.

Mental health counselors (LMHC) render professional services to individuals, families or groups. They apply principles, methods and theories of counseling and psychotherapeutic techniques to define goals and develop a treatment plan of action aimed towards the prevention, treatment and resolution of mental and emotional dysfunction and intra or interpersonal disorders in persons diagnosed as nonpsychotic. They may engage in psychotherapy of a nonmedical nature, utilizing supervision when appropriate, and making referrals to other psychiatric, psychological or medical resources when the person is diagnosed as psychotic.

Licensed marriage and family therapists (LMFT) apply principles, methods and therapeutic techniques to individuals, family groups, couples or organizations for the purpose of resolving emotional conflicts, modifying perceptions and behavior, enhancing communication and understanding among all family members and the prevention of family and individual crises. Individual marriage and family therapists may also engage in psychotherapy of a nonmedical nature with appropriate referrals to psychiatric resources and research and teaching in the overall field of human development and interpersonal relationships.

Licensed rehabilitation counselors (LRC) apply principles, methods and therapeutic techniques of their profession such as client assessment, job analysis, vocational assessment, counseling and job development. Rehabilitation counselors work to maximize or restore the capacities of physically or mentally handicapped individuals for self-sufficiency and independent living, including vocational and social functioning, and to create conditions favorable to this goal.

The objectives of rehabilitation counseling are to assist individuals, families or groups. Counselors serve an advocacy role with communities or groups toward the provision or implementation of rehabilitation services, research and teaching in the field of rehabilitation counselor education.

An educational psychologist provides professional services to individuals, groups, organizations or the public. These services include applying psychological principles, methods and procedures in the delivery of services to individuals, groups, families, educational institutions and staff and community agencies for the purpose of promoting mental health and facilitating learning. The services may be preventive, developmental or remedial and include psychological and psycho educational assessment, therapeutic intervention, program planning and evaluation, research, teaching in the field of educational psychology, consultation and referral to other psychiatric, psychological, medical and educational resources when necessary.

The Board of Allied Mental Health and Human Services Professions licenses candidates who meet the statutory and regulatory requirements developed for rehabilitation counselors, mental health counselors, marriage and family therapists and educational psychologists.

In carrying out its mission, the Board administers and enforces the regulations related to the educational criteria necessary for a person to be licensed and contracts with test vendors to provide the licensing examinations. Of equal importance, the Board seeks to protect consumers by exercising its authority to discipline those licensed individuals who violate licensing laws and regulations.

Facts and Figures

The Board of Registration of Allied Mental Health Professionals licenses approximately 5,345 allied mental health professionals throughout the Commonwealth. The Board received 14 new complaints and resolved six complaints from this and previous fiscal years. The Board held one investigative conference.

Accomplishments

The Board of Registration of Allied Mental Health and Human Services Professions did not renew their contracts with outside vendor (CCE) to process applications for the Licensed Mental Health Counselors. All applications are processed “in house” saving the applicant over \$40.00 per application. Additionally, the Board processes “Pre-Reviews” of the education requirements for the LMHC’s at no charge.

The Board of Registration of Allied Mental Health and Human Services Professions staff did an outreach program with Framingham State College and gave lecture type seminars to educate them about the licensing process, procedures, and expectations. This is the first time this has been done.

Special Recognition

Jodi Bornstein Rubin, former Administrative Assistant to the Board, was given the Peer Recognition Award at DPL. Jodi was one of three employees chosen by her peers as an individual who has gone above and beyond her role as a public servant. This distinction has certainly been reflected in her day to day work for the Board of Registration of Allied Mental Health and Human Service Professions. Jodi is wished all the best in her new endeavors.

New Rules and Regulations

262 CMR was updated and published in August 2003. These new regulations updated the education requirements and further specified the number of hours of direct individual supervision required. The new regulations also increased the amount of Licensed Mental Health Counselor Supervision required to become licensed.

Future Issues

Working with regulatory association to mainstream licensing/ reciprocity procedures among states.

Coordinate more outreach to schools and universities, to assist them in applying new regulations to their programs to make their graduates license able.

The Board of Registration of Architects

No Photo Available

Board Members

Doug Engerbretson, Chair

John Miller, Vice Chair

Vito Caolo, Secretary

Peter Steffian, Member

Rogina Jeffries, Public Member

Creation of Board

M.G.L. Chapter 13,
Section 44A-44D

Rules and Regulations

231 CMR 2.00-4.00

Licensing Provisions

M.G.L. Chapter 112
Section 60A to 60O

Architects provide professional services in connection with the design, construction, enlargement or alteration of buildings including consultations, investigations, evaluations, preliminary studies, aesthetic design, the preparation of plans, specifications and contract documents, the coordination of structural and mechanical design and site development, administration of construction contracts and any other similar services or combination of services in connection with the design and construction of buildings.

The Board of Registration of Architects protects the public through regulation of the practice and the title of Architect in the Commonwealth of Massachusetts in accordance with the statutes. The Board establishes the conditions and qualifications required for architectural registration and determines eligibility for admission to examinations. It investigates complaints of possible violations of the laws applying to the practice of architecture and takes appropriate disciplinary action against registrants found to have violated its regulations.

Facts and Figures

The Board of Registration of Architects licenses approximately 6,408 architects throughout the Commonwealth. The Board received nine new complaints and resolved 16 complaints from this and previous fiscal years.

Accomplishments

The Board of Registration in Architects has implemented continuing education requirements and is conducting a random audit.

The Board, in conjunction with NCARB, has established direct eligibility, therefore reducing candidates wait time.

Special Recognition

Doug Engebretson was voted Secretary of NCARB. John Miller was voted as region 1 representative on the NCARB Board of Directors. As Secretary of NCARB, Doug has played a key role in the NCARB organization. Also, John Miller, who is the Region 1 representative on the NCARB Board of Directors, continues to work to improve the industry.

Future Issues

The Board plans to research the possibility of creating an inactive status.

The Board of Registration of Barbers



Board Members

Robert Yesue, Chair

Nancy West, Member

Johnnie Robinson, Member

Creation of Board

M.G.L. Chapter 13,
Section 39-41

Rules and Regulations

232 CMR 2.00

Licensing Provisions

M.G.L. Chapter 112,
Section 87F– 87S

Barbers provide haircutting, hairstyling, facial shaving, permanent waving, hair coloring and facial services to the general public, but primarily men.

The Board of Registration of Barbers protects the public through regulation of barbering in the Commonwealth. The Board oversees all barbers, barber shops, and barber schools licensed in the state.

Facts and Figures

The Board of Registration of Barbers licenses approximately 5,352 barbers and barber shops throughout the Commonwealth. In fiscal year 2004, Division investigators inspected 703 barbers and barber shops, checking 1,989 licenses. In addition to the inspections, investigators were able to open 112 new shops and schools. The Board received 24 new complaints and resolved 12 complaints from this and previous fiscal year.

Accomplishments

The Board designed a new process to be implemented in FY 05 which allows an investigator to fine a licensee on the spot. Licensees will be given a hearing if they disagree. If in agreement, the licensee will send a fine and avoid having to appear before the Board. The licensee is made accountable and the general public is better served once the licensee is made aware they will be penalized whenever they do not adhere to the rules and regulations. Also, staff developed a database to account for the collection of the fines.

The Board of Registration of Barbers revised candidate bulletins and application for new licensees. The Board also worked with its vendor to add more examination dates and to monitor proctors more often.

Future Issues

The Board is working on updating the Rules and Regulations. The Board will also be evaluating teaching methods used by schools which are presently licensed.

The Board of Registration of Certified Public Accountants

No Photo Available

Board Members

Sherman H. Starr, CPA, Chair
 Leo H. Bonarrigo, CPA, Secretary
 Robert H. Temkin, CPA, Member
 Dorothy H. Kelly, CPA, Member

Creation of Board

M.G.L. Chapter 13,
 Section 33-35

Rules and Regulations

252 CMR 1.00-4.00

Licensing Provisions

M.G.L. Chapter 112,
 Section 87A to 87E 1/2

Practitioners in public accountancy provide services to the public, which involve the use of accounting or auditing skills. These include one or more kinds of management advisory or consulting services, preparing tax returns or furnishing advice on tax matters.

The Board of Registration in Public Accountancy grants certificates and licenses to practice public accountancy to qualified individuals who comply with chapter 112, section 87A-E½ and 252 CMR. After these individuals have been granted licenses, the Board monitors their practice of public accountancy to ensure the public that they have complied with all of the continuing educational requirements and quality report reviews necessary to renew their licenses. The Board also monitors the practice of public accountancy to ensure that the services provided to the public are done in accordance with professional and ethical standards law and rules and regulations.

The Board's objective is to provide quality service to its licensees in their service to the public. It administers the national Uniform CPA exam twice a year to more than 3,000 candidates and evaluates each successful candidate's experience in order to determine his or her competency to be granted a license. It coordinates the 60 plus phone inquiries received each day and provides professional guidance to each inquiry.

Facts and Figures

The Board of Registration of Certified Public Accountants licenses approximately 13,153 accountants throughout the Commonwealth. The Board received 26 new complaints and resolved 20 complaints from this and previous fiscal years. The Board held one investigative conference and one formal hearing, entered into four consent agreements, revoked one license, and placed one license

on probation. In addition to the disciplinary action, the Board levied one fine totaling \$1,250.00.

Accomplishments

The Public Accountancy Board successfully advocated for the amendment M.G.L. Chapter 112, Section 87A 1/2, allowing it to move from paper-based testing of prospective licensees to computer-based testing. The new computer-based tests allow examinees more flexibility in scheduling and studying for the exams. The first exam period, April-June of 2004, proved successful.

The Board also worked on regulatory changes, which will be submitted for review and comment in FY 05.

Special Recognition

Leo Bonariggo, former Executive Director of the Board of Registration of Public Accountancy, retired from his position , but was promptly appointed to fill an opening on the Accountancy Board. He now serves as Board Secretary and has devoted a great deal of time in service to the board.

The Board of Registration of Chiropractors



Board Members

Edward J. Barowsky, D.C. Chair
 Joseph M. Boyle, D.C., Vice Chair
 Kirk J. Shilts, D.C., Secretary
 Wayne C. Comeau, D.C., Member
 Thomas R. DeVita, D.C., Member
 David N. Taylor, D.C., Member
 Lisa A. Grant, Esq., Member

Creation of Board

M.G.L. Chapter 13,
 Section 64-66

Rules and Regulations

233 CMR 2.00-4.00

Licensing Provisions

M.G.L. Chapter 112,
 Section 89 to 97

Chiropractors provide health care services to consumers for musculoskeletal and neuromuscular conditions. They are concerned with improving and maintaining the integrity of the biomechanical systems of the body.

A number of studies over the past few years, including the United States Department of Health and Human Services' Agency for Health Care Policy and Research (AHCPR), the Manga Report, funded by the Ontario Administry of Health, and the Rand Study on Low Back Pain, all expound on the effectiveness of spinal manipulation as performed by chiropractors.

The Board of Registration of Chiropractors regulates the practice of chiropractic in the Commonwealth of Massachusetts. The Board works to maintain high standards of practice and to protect the health and welfare of the public by establishing qualification requirements for licensure, reviewing applicant credentials, and administering licensing examinations. The Board also monitors the practice of its licensees to ensure compliance with state laws and the Board's rules and regulations. The Board resolves consumer complaints against licensees by investigating charges and taking disciplinary action when necessary.

Facts and Figures

The Board of Registration of Chiropractors licenses approximately 1,899 chiropractors throughout the Commonwealth. The Board received 47 new complaints and resolved 103 complaints from this and previous fiscal years. The Board held thirteen investigative conferences and one formal hearing, entered into 18 consent agreements, suspended two licenses, accepted the voluntary surrender of one license, revoked one license, and placed 15 licenses on probation.

Accomplishments

The Board of Registration of Chiropractors presented “Combating Fraud” in February 2004 at the Lawrence Public Library. Approximately two hundred people attended this program. The slides from this presentation are available at the Board’s website at: http://www.mass.gov/dpl/boards/ch/chf022004/forum_info.htm. The insurance fraud issue was the subject of a five-article series in the *Lawrence Eagle Tribune*, and other feature stories about sanctions taken against several chiropractors were carried by major media outlets.

In collaboration with the Massachusetts Chiropractic Society, the Board sponsored a continuing education program on documentation. Attendees were able to satisfy the annual requirement of 12 CEUs at this one program.

The Board of Registration of Cosmetology



Board Members

Anthony Moossa, Chair
 Daniel Abraham, Member
 Karen Bonney, Member
 Belinda Morrone, Member
 Catherine Hinds, Member

Creation of Board

M.G.L. Chapter 13,
 Section 42-44

Rules and Regulations

240 CMR 2.00-7.00

Licensing Provisions

M.G.L. Chapter 112
 Section 87T to 87KK

The Cosmetology profession includes hairdressers, manicurists and aestheticians. All these professionals work closely with the public and are regulated by the Board of Registration of Cosmetology. The Board also sets the curricula requirements and regulates the schools that train candidates in these occupations. The Board protects the health and safety of the public by maintaining high standards for the industry.

Facts and Figures

The Board of Registration of Cosmetologists licenses approximately 62,599 cosmetologists and cosmetology shops throughout the Commonwealth. In fiscal year 2004, the Board inspected 1,920 cosmetologists, checking 6,173 licenses. The investigators also opened 1,367 new shops and schools. The Board received 985 new complaints and resolved 916 complaints from this and previous fiscal years. The Board held seven investigative conferences and 89 formal hearings, entering into 364 consent agreements. The Board placed 18 licenses on probation. In addition, the board levied 551 fines totaling \$119,500.

Accomplishments

The Board continues to host meetings with the Healthy Cosmetology Committee to discuss air quality, toxic waste and sanitation issues in salons. Because of this meeting, the Board was able to participate in a training session held in the fall.

Due to large volume of cases (1000+) the Board held additional meetings to close cases and collect over \$120,000 in fines.

Special Recognition

The Cosmetology Team received the Manuel Carballo Governor's Award for Excellence in Public Service for its dramatic enforcement initiatives. Helen Peveri spoke at the Massachusetts Vocational Re-certification Seminar.

Special Activities

Dan Abraham, editor of the *National Cosmetology Association Newsletter*, has published all Board information including violations, fines and inspection checklists on a monthly basis.

Future Issues

The Board will continue its pilot program for 'ticket violations' and monitor how the new program affects the cosmetology industry.

The Board of Registration of Dietitians and Nutritionists

No Photo Available

Board Members

Jane Folkman, Chair
 Peter W. Gazzillo, Jr., Vice-Chair
 Nancy Andersen, Member
 Maxine Pestronk, Member
 Pamela J. Carabba, Member
 William T. Fahy, Member
 Joyce Morrison, Member
 Kenneth W. Samonds, Member

Creation of Board

M.G.L. Chapter 13,
 Section 11D

Rules and Regulations

262 CMR 1.00-6.00

Licensing Provisions

M.G.L. Chapter 112,
 Section 196-202

Human Dietetics/Nutrition is the science concerned with the relationship between foods and human health. The focus is on nutrients in food, their actions/interactions and the balance of health, disease, socioeconomic, cultural, and psychological factors. This field requires the application of biochemistry, physiology, social sciences and physical sciences toward the achievement of optimal human health.

The Board of Registration of Dietitians/Nutritionists grants licenses to qualified individuals who comply with the requirements of the statute. The Board monitors licensees to insure that the services provided are in accordance with the Massachusetts General Laws and Board rules and regulations. The Board also insures that licensees have complied with continuing professional education requirements necessary to maintain current knowledge and renew their licenses.

Facts and Figures

The Board of Registration of Nutritionists and Dietitians licenses approximately 1,927 nutritionists and dietitians throughout the Commonwealth. The Board resolved one complaint from this and previous fiscal years.

Accomplishments

The Board held a panel discussion for the Massachusetts Dietetic Association at their annual meeting in July 2003. The Board's Executive Director along with three Board members spoke with several hundred dietitians about the purpose of the Board and licensure, as well as the responsibilities of both the Board and licensees.

The Board has created and posted a PowerPoint presentation on its website, setting forth the benefits of licensure to the community and the profession. The

Board considers such outreach an important function.

Special Recognition

After contributing a great deal of time and energy to the creation of the Board and its initial regulations, Martha Lynch ended her three year term on the Board. Her dedication and in-depth knowledge in the field of dietetics has lent a significant contribution to the foundations of this Board as well as the profession.

Future Issues

The Board will continue to work with schools and universities to reach out to those students who are not on a “registered dietitian” track. The Board is in the process of creating literature to be presented to these schools and its students as education tools about licensure.

The Board of Registration of Dispensing Opticians



Board Members

Carol Russel, Chair
 William Carleton, Vice Chair
 Daron Kahn, Secretary
 Shirley Silton, Public Member
 John Simko, Member

Creation of Board

M.G.L. Chapter 13,
 Section 96

Rules and Regulations

255 CMR 1.00-11.00

Licensing Provisions

M.G.L. Chapter 112
 Section 73C to 73L

Dispensing opticians fit and dispense prescription ophthalmic eyewear including eyeglasses and contact lenses. Members of this profession measure and duplicate existing ophthalmic prescriptions and fabricate eyeglasses.

The Board of Registration of Dispensing Opticians protects the public through regulation of the practice by testing candidates and licensing those who are qualified, insuring compliance with state statutes and the Board's rules and regulations, and conducting hearings and facilitating resolutions to consumer complaints. The Board manages apprenticeship-training programs, approves educational standards for school-based optician programs, and monitors the continuing education requirements of licensees. The Board also works with optician boards in other states and professional organizations in furthering the qualifications of opticians.

Facts and Figures

The Board of Registration of Dispensing Opticians licenses approximately 1,878 dispensing opticians throughout the Commonwealth. The Board received 8 new complaints and resolved 6 complaints from this and previous fiscal years. The Board held one formal hearing, entered into one consent agreement, and placed one license on probation.

Accomplishments

The Board set up an innovative chat on the internet with dispensing opticians all across the country to discuss licensing issues.

The Board developed a Consumer Tip, "How To Select Your Eyeglasses With Your Licensed Dispensing Optician."

Special Recognition

John Simko, former Chairman of the Dispensing Optician Board, received an award from the Board for his diligent service.

Special Activities

The Regulations Committee will begin meticulously reviewing the Rules and Regulations.

New Rules and Regulations

The Board completed its regulations which are currently under review.

Future Issues

The Board will conduct an audit of the continuing education taken by licensees.

The Board of Registration of Drinking Water Supply Operators



Board Members

Paul Niman, Chair

Robert Hoyt, New England Water Works
Association

John Nelson, Labor Organization

Peter Karalekas, PE

William Solomaa, Water Resources

Michael Celona, Department of Public Health

James L. Deming, MWWA

Creation of Board

M.G.L. Chapter 13,
Section 66B

Rules and Regulations

236 CMR 2.00-5.00s

Licensing Provisions

M.G.L. Chapter 112
Section 87C to
87D

Operators of drinking water supply facilities are employed by local water distribution and treatment facilities. They are responsible for chemically treating and then distributing our drinking water.

The Board of Certification of Operators of Drinking Water Supply Facilities regulates and licenses all operators of these facilities to ensure that the highest safety standards are adhered to in the treatment and distribution of drinking water.

The Board encourages licensees to maintain a high level of competence in the industry and assists them in enrolling in seminars and training programs. The board holds high standards of quality and service in the industry for the protection of the public's health and safety. The Board offers nine levels of licensure from basic employment to management in drinking water facilities.

Facts and Figures

The Board of Registration of Drinking Water Supply Facilities Operators licenses approximately 4,314 drinking water supply facilities operators throughout the Commonwealth. The Board received seven new complaints and resolved 21 complaints from this and previous fiscal years. The Board held six formal hearings, entered into five consent agreements, suspended six licenses, and placed four licenses on probation.

Accomplishments

The Board has implemented new procedures when reviewing applications.

The Board has reduced backlog and closed cases.

Special Recognition

Paul Niman was appointed as the new DEP designee. Paul is currently chairman.

In memory of Alfred (Pete) Melien, who served on the Board for 20 years.

After many years of service, Mr. James Holeva retired. The Board thanks him for his dedication to the Board.

The Board of State Examiners of Electricians



Board Members

Peter Senopoulos, Chair
 James D. Baker, Member
 Kevin J. Bulman, Member
 David W. Aragona, Member
 Geraldine M. Culver, Public Member
 Donald F. Drew, Member
 Richard Pedone, Member
 Anthony R. Iovanna, Member
 William R. Plamondon, Member

Creation of Board

M.G.L. Chapter 13,
 Section 32, 32A

Rules and Regulations

237 CMR 12.00-23.00

Licensing Provisions

M.G.L. Chapter 141 M.G.L.
 Chapter 143
 Section 3L-3P

The professionals licensed by the Examiners include Master Electricians (A), Journeyman Electricians (B), Fire Warning and Security System Contractors (C) and Fire Warning and Security System Technicians (D). The Examiners also handle appeals from licensees against wiring inspectors through the Board of Electricians Appeals.

The primary mission of the Examiners is to protect the citizens of Massachusetts by establishing minimum standards for persons performing electrical installations. They accomplish this mission by examining and licensing candidates and by enforcing the regulations and general laws relative to electrical installations in Massachusetts. The Examiners also prosecute those found to be working without a license, either through the Office of the Attorney General or directly in the courts of the Commonwealth.

The Board of Electrician Appeals issues opinions, advisory letters and conducts formal hearings in matters of dispute based upon decisions rendered by local wiring inspectors.

The Examiners also perform fire investigations under the direction of the State Fire Marshal to determine if electricity could have contributed to the cause. While performing these fire investigations, the Examiners check the installations for code compliance and possible licensee misconduct.

Facts and Figures

The Board of State Examiners of Electricians licenses approximately 29,363 electricians throughout the Commonwealth. In fiscal year 2004, the investigators completed 764 inspections. The Board received 446 new complaints and resolved 262 complaints from this and previous fiscal years. The Board held 46 formal hearings, entered into 23 consent agreements, suspended three

licenses, issued four stayed suspensions, revoked 19 licenses, and placed four licenses on probation. In addition to the disciplinary action the board was able to secure \$6,100 dollars in consumer refunds.

Accomplishments

Renewal of 40,000 licenses and the auditing of their education.

The Board created a new online continuing education monitoring site that allows licensees to check their status and providers to enter data.

Special Recognition

The Board would like to recognize David Arogona, Kevin Bulman, and Don Drew for their contributions to the Board and the electrical industry.

Special Committees

Legislative subcommittee. Education subcommittee. Complaint subcommittee.

New Rules and Regulations

The Board completed revisions to 237 CMR including education rewrite for the System Technician licensee; a modular format of education, and shortened the reexamination from 30 days to 10-day. The requirement to update a candidate's application update went from 30 days to 90 days.

Future Issues

Advocate for revision chapter MGL 141.

The Board of Registration of Electrology

No Photo Available

Board Members

Charlotte Bosco Fitzpatrick, Chair

Paula Wright, Secretary

Dr. Richard Brown, Medical Member

Creation of Board

M.G.L. Chapter 13,
Section 58-60

Rules and Regulations

236 CMR 2.00-3.00

Licensing Provisions

M.G.L. Chapter 112
Section 87EEE TO
87 OOO

Electrologists perform services for consumers through the permanent removal of hair from the body. Electrolysis involves the application of an electrical current through a needle to the hair follicle.

The Board of Registration of Electrologists protects the public through regulation of the practice in the Commonwealth of Massachusetts in accordance with the statutes and Board regulations and code of conduct.

The Board issues licenses to practice as qualified electrologists and qualified instructors when applicants meet the Board's education and experience requirements and pass a Board administered examination. The Board also licenses schools of electrology after inspection and approval.

Facts and Figures

The Board of Registration of Electrology licenses approximately 816 electrologists throughout the Commonwealth. In fiscal year 2004, Board investigators inspected 26 electrologists, checking 28 licenses. The Board received five new complaints and resolved three complaints from this and previous fiscal years.

Accomplishments

The Board drafted new Rules and Regulations, as well as drafted new guidelines for continuing education.

Future Issues

The Board plans to explore how laser hair removal can fit into a licensee's practice.

The Board of Registration of Funeral Services



Board Members

John Kazlauskas, Chair

Kathy Cartmell-Sirrico, Secretary

Ralph Barile, Member

Edward Mazur, Member

Judith McCarthy, Consumer Member

Creation of Board

M.G.L. Chapter 13,
Section 29-31

Rules and Regulations

236 CMR 2.00-4.00

Licensing Provisions

M.G.L. Chapter 112
Section 82-87

The funeral services profession provides services for the deceased and their families. Members of this profession prepare the bodies of the deceased through embalming, arrange for crematory services, and provide services of assistance for family members of the deceased. They are committed to follow all health-related rules as set forth by the Board and local health departments.

The Board of Registration of Funeral Services oversees the licensing of these professionals and their apprentices through examination. The Board also licenses and inspects the facilities of licensed embalmers and funeral directors.

Facts and Figures

The Board of Registration of Embalmers and Funeral Directors licenses approximately 2,639 embalmers and funeral directors throughout the Commonwealth. In fiscal year 2004, Board investigators inspected 314 funeral establishments, checking 404 licenses. The Board received 201 new complaints and resolved 179 complaints from this and previous fiscal years. The Board held one investigative conference and 72 formal hearings, entered into two consent agreements, suspended 70 licenses, revoked three licenses, and placed one on probation.

Accomplishments

The Board successfully adopted new pre-need regulations. The new regulations require that all funeral directors use the same mandated pre-need contract.

The Board held several informational CEU programs in various parts of the state to inform local funeral directors about the changes to the pre-need regulations. The Board published new consumer tips on its website.

Special Recognition

The Board of Registration of Embalmers and Funeral Directors would like to recognize John J. Kazlauskas. Among several contributions, Mr. Kazlauskas has been instrumental in converting the National Exam from paper and pencil exams to computer-based testing.

New Rules and Regulations

New pre-need rules and regulations were recorded and adopted.

Future Issues

Since the new pre-need regulations restrict funding methods to either a trust account or insurance, the Board plans to work with individual funeral homes to come into compliance on an as needed basis.

The Board of Registration of Engineers and Land Surveyors



Board Members

Philip A. Jenks, Esq., Chair
 Dennis Drumm, PLS, Vice Chair
 Paul D. Turbide, PE, PLS, Secretary
 Robert W. Hall, PE, Board Member
 Kay Krekorian, PE, PLS, Board Member
 Arjun Rao, PE, Board Member
 Thomas L. McDonough, PE, Board Member
 H. William Flood, PE, Board Member

Creation of Board

M.G.L. Chapter 13,
 Section 45-47

Rules and Regulations

250 CMR 2.00-6.00

Licensing Provisions

M.G.L. Chapter 112,
 Section 81D to 81T

Members of the engineering and land surveying professions provide services to consumers as defined by the statutes as described in the regulations. Engineers may practice in many areas, including (but not limited to) chemical, civil, environmental, electrical, mechanical, structural, agricultural, aeronautical/aerospace, fire protection, manufacturing, industrial, nuclear, petroleum, and safety.

The Board of Registration of Professional Engineers and Professional Land Surveyors establishes, monitors, and enforces qualifying standards for the engineering and land surveying professions. The Board works to insure that persons practicing in these professions are competent to practice and are not endangering the life, health, safety, and welfare of the public.

The Board regulates the practice of licensed Professional Engineers and Professional Land Surveyors through the Code of Regulations, which includes the Rules of Professional Responsibility. The Board has successfully applied strict standards of education and experience for its licensees, as well as for the administering examinations in Fundamental Knowledge and Principles and Practice to determine a candidate's competence to practice engineering and land surveying. It has aggressively pursued taking disciplinary action against licensees for the protection of the public.

The Board and its sub-committees review, evaluate, and act on applications for licenses. The Board conducts interviews and oral examinations to verify an applicant's qualifications. The written examinations administered by the Board provide a final screen of an applicant's qualifications. Board members are members of the National Council of Examiners for Engineering and Surveying (NCEES). This council prepares national examinations for the regulated professions, develops uniform standards for comity registration among the

states, and acts as a clearinghouse for the law enforcement activities of its member boards.

Facts and Figures

The Board of Registration of Engineers and Land Surveyors licenses approximately 15,534 engineers and land surveyors throughout the Commonwealth. The Board received 46 new complaints and resolved 67 complaints from this and previous fiscal years. The Board held 11 investigative conferences, entered into five consent agreements, suspended two licenses, accepted the voluntary surrender of one license and placed two licenses on probation.

Accomplishments

The Board of Engineers and Land Surveyors implemented a 250 CMR revision committee to help rewrite the current Rules and Regulations of the Board. Former Chairman H. William Flood, along with seven other additional both PE and PLS have put forth efforts to ease the revision process. The group has made great progress on this endeavor.

The Complaint Committee set up by the Board is still in place. Three Board members along with a member of the Investigative Staff and the Executive Director of the Board meet on a monthly basis to review incoming complaints and to characterize as many as possible before referring cases to the full Board. This process continues to be successful in reducing the backlog of unresolved cases.

The Board had redrafted the certificates for both Professional Engineering and Professional Land Surveyor. This process was initiated by former Chairman H. William Flood, in order to establish a more “professional looking” certificate for licensees.

The Board also revised the temporary permit application and is trying to establish a fee for applications to obtain such a permit.

Awards

After serving many years as a member and Chairman of the Board of Professional Engineers and Professional Land Surveyors, the Board granted H. William Flood Emeritus status.

New Rules and Regulations

No new regulations were developed. The Board had developed a number of Administrative Rulings (AR's), Policy Statements and Frequently Asked Questions to be posted on the Division's website. This effort is to assist the public, applicants, and licensees to better understand the General Laws and 250 CMR.

The Board of Registration of Hearing Instrument Specialists



Board Members

Rudy Szady, BC-HIS, ACA, Chair
 Loleata Wigall, M.S, CCC-A, Secretary
 Don Gross, Jr. BC-HIS, Member
 Mark Battite, Member
 Elizabeth J. Campbell, Member
 James P. O'Donnell, Member

Creation of Board

M.G.L. Chapter 13,
 Section 93-96

Rules and Regulations

266 CMR 2.00-10.00

Licensing Provisions

M.G.L. Chapter 112,
 Section 196 to 198

Hearing Instrument Specialists are individuals who engage in the practice of dispensing or fitting hearing aids. The practice of fitting and dispensing hearing aids means the measurement of human hearing solely for the purpose of making selections, adaptations or sales of hearing aids intended to compensate for impaired hearing. The Board of Registration of Hearing Instrument Specialists protects the public through regulation of the practice and the title of Hearing Instrument Specialist in the Commonwealth of Massachusetts in accordance with the statutes.

Facts and Figures

The Board of Registration of Hearing Instrument Specialists licenses approximately 174 hearing instrument specialists throughout the Commonwealth. The Board received seven new complaints and resolved three complaints from this and previous fiscal years. The Board entered into one consent agreement and accepted the voluntary surrender of one license.

Accomplishments

The Board worked in conjunction with the Attorney General's Office to prosecute two longtime cases and obtain a consent agreement from an unlicensed person to cease practice. The Board also worked with the Speech Language Pathology and Audiology Board to clear up definitions concerning the scope of practice for each profession.

Special Recognition

The Board would like to recognize John Hesberg. Mr. Hesberg came from Chicago to make a presentation to the Hearing Instrument Specialist and Speech

Pathology and Audiology Board defining the term “audioprothologist” which the Speech and Audiology Board were concerned may have been confusing to the consumer. Mr. Hesberg provided the clarification of the term and explained the education that is required to use the term in advertising.

Special Committees

A committee was formed by the Hearing Instrument Specialist Board, the Speech Language Pathology and Audiology Board and John Hesberg of the International Hearing Society to review conflicting trade terms to increase consumer knowledge.

The Board of Registration of Health Officers

No Photo Available

Board Members

Joanne Scott, C.H.O., Chair

Everett Penny, Jr., C.H.O.

Bruce Murphy, C.H.O., Secretary

Joseph G. McCarthy, C.H.O., Member

David Kaplan, M. D., Member

John M. Canning, C.H.O., Member

Richard Solano, Public Member

Michael Feeney, C.H.O., Member DPH

Creation of Board

M.G.L. Chapter 13,
Section 70-72

Rules and Regulations

241 CMR 2.00 - 4.00

Licensing Provisions

M.G.L. Chapter 112,
Section 87WWW to 87ZZZ

Certified Health Officers (CHOs) are generally the administrative officers of a public health department or board of health. Several are presently serving as administrators to the State Department of Public Health or State Department of Environmental Protection. The Health Officer evaluates the community's health issues and develops programs to address the community's needs and the prevention and control of health and/or environmental problems.

The health officer must be knowledgeable of state, federal and local sanitary codes and regulations including other public regulations addressing the public health and the environment, as well as those issues referencing communicable disease control, Title V septic system design and approval, housing, food service, public swimming pools and beaches, hazardous waste control and environmental pollutants, massage and tanning establishments, animal and rabies control and other public health issues that are governed by regulations. The CHOs perform field inspections, respond to complaints, follow up on consumer requests, and deal with issues associated with public health and environmental regulations that affect the community and the Commonwealth.

The Board of Certification of Health Officers works to maintain a high level of professionalism among the CHOs by monitoring and enforcing its regulations and policies, amending its regulations as necessary, and reviewing practitioners' records to ensure fulfillment of continuing education requirements. The Board's intent is to establish a base of knowledgeable health officers who will be able to better serve the community as well as the Commonwealth in meeting the consumer's needs relative to public health and environmental issues.

Facts and Figures

The Board of Registration of Health Officers licenses approximately 132 health officers throughout the Commonwealth. The Board received one new complaint and resolved one complaint from this and previous fiscal years.

Accomplishments

The Board is currently reviewing the Boards licensing exam to the tested material to today's standards of safety. It will also be changed to a computer based exam in lieu of the paper and pencil exam now given. The exam is also being given on as need basis instead of twice a year. This will make it more convenient for applicants to schedule and sit for the exam.

There have been seven new applicants and four new licensees in FY 04. This is the largest number of applicants/ licensees in one year since 1999.

Only one complaint was filed FY 04. The HO Board referred it to the Board of Sanitarians because of its content. The licensee held both HO and SA licenses and the HO Board will hold its decision until the results of the SA Board are known.

Special Recognition

The Board welcomes new Board Member Michael Feeney, CHO, of the Office of BEHA (Bureau of Environmental Health Assessment) at the Department of Public Health. Michael is representing DPH and has replaced Howard Wensely, CHO, who had retired from DPH earlier this year.

The Board of Registration of Home Inspectors



Board Members

Michael McDowell, Chair

Jack Digby, Vice Chair

Stephen Cook, Member

Edward M. Nuzzo, Public Member

Mathew Simpson, Member

Creation of Board

M.G.L. Chapter 13,
Section 96

Rules and Regulations

255 CMR 1.00-11.00

Licensing Provisions

M.G.L. Chapter 112
Section 222 to 226

The Board of Registration of Home Inspectors is charged with evaluating the qualifications of applicants for licensure and granting licenses to those who qualify. It establishes rules and regulations to ensure the integrity and competence of licensees. The Board promotes public welfare through regulation of the home inspectors in accordance with the state statutes and board regulations.

The Board is responsible for insuring that licensed home inspectors have proper training and experience through an associates program and meet minimum inspection requirements in each inspection performed. Applicants are required to pass a board-approved examination prior to licensure and fulfill continuing education for license renewal. In addition, the board publishes a code of ethics for home inspectors.

Home Inspectors are required to carry a minimum of \$250,000 in insurance so that consumers will be able to seek compensation if they endure losses that are a result of an inspector's omission.

Facts and Figures

The Board of Registration of Home Inspectors licenses approximately 456 home inspectors throughout the Commonwealth. The Board received 49 new complaints and resolved 33 complaints from this and previous fiscal years. The Board held one formal hearing. The Board entered into ten consent agreements, placing seven licenses on probation. In addition, the Board levied 3 fines totaling \$6,575 dollars.

Accomplishments

The Board exercised its ability to levy fines to licensees for non-compliance with regulations.

The Board also audited for compliance with the mandatory continuing education and insurance at renewal time. All licensees were audited.

Special Recognition

The Board of Home Inspectors would like to recognize Michael McDowell, Chairman and Jack Digby, Vice Chairman of the Board of Home Inspectors.

The Chairman and Vice-Chairman attended and spoke at several speaking engagements on behalf of the Commonwealth. Additionally, both served on complaint committees.

Special Committees

A complaint committee was formulated to expedite the complaints and reduce the backlog by conducting additional meetings.

Future Issues

A committee will be developed to review the regulations for FY 05.

The Board of Registration of Landscape Architects

No Photo Available

Board Members

Marian Pressley, Chair

Richard Anderson, Secretary

Pamela Shadley, Member

Francis Fields, Public Member

Creation of Board

M.G.L. Chapter 13,
Section 67-69

Rules and Regulations

242 CMR 2.00-3.00

Licensing Provisions

M.G.L. Chapter 112
Section 98 to 107

Landscape Architects provide services to consumers as defined by the statutes and described in the regulations. The Board of Registration of Landscape Architects protects the public through regulation of the practice and the title of Landscape Architect in the Commonwealth of Massachusetts in accordance with the statutes.

Facts and Figures

The Board of Registration of Landscape Architects licenses approximately 817 landscape architects throughout the Commonwealth. The Board received two new complaints in fiscal year 2004.

Accomplishments

The Board wrote three different versions of the state exam.

The Board has implemented two additional exam dates per year.

The Board of Registration in Optometry



Board Members

Bruce L. Rakusin, O.D. Chair
 Linda Bennett, O.D., Member
 Richard C. Erickson, O.D., Member
 Scott D. Peterson, Esq., Public Member
 Neil I. Shram, O.D., Member

Creation of Board

M.G.L. Chapter 13,
 Section 16-18

Rules and Regulations

246 CMR 1.00-3.00

Licensing Provisions

M.G.L. Chapter 112
 Section 66 to 73B

Licensed doctors of optometry are independent primary optometric health care providers who examine, diagnose, treat and manage diseases and disorders of the visual system, the eye and associated structures. The scope of optometric care ranges from vision testing and correction to diagnosing, managing and treating complex eye and vision problems.

The Board of Registration in Optometry licenses all new optometrists, and renews licenses for established optometrists. The Board both proposes and reviews legislation, as well as new rules and regulations affecting the profession. It maintains high standards in the field and protects consumers by investigating and resolving complaints against optometrists. It also works to maintain the educational standards of the profession by reviewing continuing education and postgraduate courses for Massachusetts licensees.

Facts and Figures

The Board of Registration in Optometry licenses approximately 1,465 optometrists throughout the Commonwealth. The Board received 19 new complaints and resolved 13 complaints from this and previous fiscal years. The Board held one investigative conference, entered into one consent agreement, and placed one license on probation.

Accomplishments

The Board of Registration of Optometry worked with the Massachusetts Society of Optometry (MSO) and the New England College of Optometry to facilitate licensure of new graduates. Dr. Rakusin, Board Chair, made a presentation with MSO aimed at new graduates/ members, which explains the licensing process. This presentation, entitled "Introduction to the Massachusetts Board

of Registration in Optometry,” is posted on the Optometry website at <http://www.mass.gov/dpl/boards/op/press.htm>. The MSO posts its own explanation of the regulatory process and links to the Board’s website at http://www.massoptom.org/text_only_links.htm.

The Board of State Examiners of Plumbers and Gas Fitters



Board Members

Paul Kennedy, Sr., Chair, Journeyman Gas Fitter
 Rudolph Banks, Member, Master Plumber
 Aldo E. Bertoni, Master Plumber
 Gail M. Barmakian, Esq., Consumer Member
 Edward Cruz, Member, Journeyman Plumber
 Bahig A. Kaldas, P.E., Member, Plumbing En.
 Joseph Kosh, Member, Master Gas Fitter
 Joseph McNamee, Member, Public Safety
 Anthony H. Visco, LP Gas Installer
 Howard S. Wensley, Member, Dept of Pubic

Creation of Board

M.G.L. Chapter 13,
 Section 61-63

Rules and Regulations

253 CMR 2.00

Licensing Provisions

M.G.L. Chapter 112,
 Section 87PPP to 87VVV

Plumbers work with materials and fixtures used in the installation, removal, maintenance, extension and alteration of plumbing systems for piped fixtures, fixed appliances and accessories. They perform this work in connection with sanitary drainage, storm drainage, special waste, venting systems and public or private water supply systems within or adjacent to a building or structure. Gas Fitters pipe fuel gases, low pressure or elevated, to appliances and accessories and insure the installation of vent piping for flue gases and makeup air. Licensed plumbers may also perform gas fitting.

The Board of State Examiners of Plumbers and Gas Fitters regulates these occupations in the Commonwealth of Massachusetts in accordance with the state laws and Board regulations. The Board promulgates the uniform state plumbing and gas fitting codes. It holds examinations and issues licenses for Journeyman and Master Plumbers, Journeyman and Master Gas Fitters, and Liquefied Petroleum Gas Installers (LP) and Limited Liquefied Petroleum Gas Installers (LTD). It registers apprentice Plumbers and Gas Fitters and issues corporate and partnership certificates for plumbing and gas. The Board holds public hearings for code amendments, grants variances, and approves dual and elevated gases and plumbing and gas products.

Facts and Figures

The Board of Registration of Plumbers and Gas Fitters licenses approximately 25,394 plumbers and gas fitters throughout the Commonwealth. In fiscal year 2004, the investigators inspected 1,150 plumbing and gas fitting establishments, checking 827 licenses. The Board received 84 new complaints and resolved eight complaints from this and previous fiscal years. The Board held one formal hearing, entered into one consent agreement, and suspended one license.

Accomplishments

The long awaited code revisions have progressed through the Public Hearings process. The Board will review the comments received at the Public Hearings and issue revised code in FY 05. Then, they will vote on approving a final set of new regulations. This has been a daunting task and will be the first set of revisions in eight years.

The Board has upgraded its website to include a list of all the Board's approved products, which are allowed to be installed in the Commonwealth. The Board has designed new applications and modified forms to help streamline this process for the manufacturer.

The Board has completed its first two-year cycle of the continuing education classes for all Plumbing and Gas Fitting Inspectors. The comments from the inspectors have been very positive. This also has been a long awaited process, which has taken the efforts of many individuals and related organizations. This program will benefit the consumers, contractors, and the entire industry by having consistent interpretations on code issues. It will also keep the inspectors up to date on new technology.

The Board has set up testing procedures and guidelines for the new technology CNG Stations (Compressed Natural Gas). This has been accomplished through a year of meetings between numerous organizations. These stations operate under gas pressures of up to 4500 PSI in comparison with 1/2 PSI, which is the normal pressure in the majority of buildings and homes in the Commonwealth. Because of extremely high pressures, the Board has spent many hours on research. The Board advocated for and succeeded in having the legislature enact new apprentice training and continuing education standards.

Special Recognition

The Board would like to recognize Gordon Mac Ewan From the International Association of Plumbing and Mechanical Officials. He and his staff run our Continuing Education Program through IAPMO and have done a superb job.

The Board recognized the exceptional work of Cynthia Johnson and Milan Demel in creating the new on-line plumbing supply list.

Future Issues

The Board will finalize code revisions and implement new Continuing Education programs for all new licensees.

The Board of Registration of Podiatry



Board Members

Leroy J. Kelley, III, D.P.M, Chair
 Raymond Dubois, D.P.M, Secretary
 Raymond Murano, D.P.M, Member
 Marshall P. Feldman, Public Member
 David Campbell, MD. Member

Creation of Board

M.G.L. Chapter 13,
 Section 12A-12C

Rules and Regulations

249 CMR 2.00-7.00

Licensing Provisions

M.G.L. Chapter 112
 Section 13 to 22

Podiatry deals with medical and surgical treatment of foot disorders. The Board of Registration in Podiatry evaluates the qualifications of applicants for licensure and grants licenses to those who qualify. It establishes rules and regulations to ensure the integrity and competence of licensed podiatrists. The Board promotes public health, welfare and safety.

Facts and Figures

The Board of Registration of Podiatry licenses approximately 580 podiatrists throughout the Commonwealth. The Board received 18 new complaints and resolved 23 complaints from this and previous fiscal years. The Board held one investigative conference and one formal hearing, entered into two consent agreements, suspended one license, and revoked one license.

Accomplishments

The Board of Registration of Podiatry worked with counsel to update and amend its regulations. The new regulations will be open to review and comment in FY 05. They also worked with the Massachusetts Podiatric Medical Society on amending legislation to clarify the scope of practice for podiatrists.

The Board addressed complaints about orthotics, unprofessional conduct, wrong-site surgery, failure to comply with a consent agreement, and conviction of felony in another state.

The Board of Registration of Psychologists



Board Members

Olivia Moorehead-Slaughter, Ph.D., Chair

Richard Monahan, Ph.D., Vice Chair

Mary Walsh, Ph.D., Secretary

Carmen Brenes Jenne, Ph.D.

Stuart Fisher, Ph.D.

Sheila o'Keefe, Ed.D

John Stahl, Ph.D

John Cline, Public Member

Kevin Bulman, Public Member

Creation of Board

M.G.L. Chapter 13,
Section 76-79

Rules and Regulations

251 CMR 1.00-4.00

Licensing Provisions

M.G.L. Chapter 112,
Section 118-129A

Psychologists provide mental health services to consumers, as well as teach and perform research. The Board of Registration of Psychologists licenses qualified people to practice psychology and regulates that practice in the Commonwealth of Massachusetts, as defined by the statutes and described in the regulations.

The Board protects the public health and welfare through regulation of the practice. It receives, investigates, and adjudicates complaints against licensed practitioners.

Facts and Figures

The Board of Registration of Psychologists licenses approximately 4,889 psychologists throughout the Commonwealth. The Board received 45 new complaints and resolved 35 complaints from this and previous fiscal years. The Board held 11 investigative conferences and four formal hearings, entered into four consent agreements, suspended one license, accepted the voluntary surrender of two licenses, revoked two licenses, issued one stayed suspensions, and placed one license on probation.

Accomplishments

The Board backed an outreach program to contact all licensees in Massachusetts that do not have the Health Service Provider (HSP) status code. The goal was to remind licensees that they are not permitted to practice independently (as of 1990) without this status. As a result, 35 psychologists obtained the HSP status.

The Board staff worked with doctoral programs in Massachusetts to ensure that coursework is consistent with Board regulations. Board Staff actively participated in Case Management Team meetings for those complaints that involved sexual misconduct. This strategy expedited the prosecution of approximately four high priority complaints against Psychologists.

The Board of Registration of Radio and Television Technicians



Board Members

Robert Ayan, Chair
 George Chalikis, Vice Chair
 Rene Fagnant, Secretary
 Gilbert Clarke, Member
 Frank Serra, Member

Creation of Board

M.G.L. Chapter 13,
 Section 61-63

Rules and Regulations

253 CMR 2.00

Licensing Provisions

M.G.L. Chapter 112,
 Section 87PPP to 87VVV

Radio and television repair technicians must be licensed by the Commonwealth to perform repairs on radio and television equipment. The Board of Registration of Radio and Television Technicians protects the public through regulation of the trade and by providing a source of assistance to consumers who have complaints about repairs or service. The Board imposes high standards for quality and service on those technicians working in the field of radio and television repair.

Facts and Figures

The Board of Registration of Radio and TV Technicians licenses approximately 1,378 radio and TV technicians throughout the Commonwealth. The Board received three new complaints.

Accomplishments

A new contract was signed with P.S.I Examination Services, from Glendale, California, to offer a new Radio and Television examination for licensure in the State of Massachusetts.

The Board worked with the vendor by establishing a committee to develop a new database of examination questions for candidates.

Special Recognition

The Board would like to recognize Frederick Paradis, of the Massachusetts Electronics Technician Guild association and the National Electronic Service Dealers Association. Mr. Paradis was so esteemed by the licensees, the Massachusetts Technical Association and the National Electronic Service Dealers Association, that he was named President of the National Electronic Service Dealers Association.

The Board of Registration of Real Estate Appraisers



Board Members

William Pastuszek, Jr., Chair
 Arthur Boyle, Member
 Richard Cohen, Member
 William Barney, State Licensed Appraiser
 Phyllis Leonard, Member
 Augustine Pesaturo, Public Member
 William Johnson, Public Member

Creation of Board

M.G.L. Chapter 13,
 Section 92

Rules and Regulations

264 CMR 1.00-12.00

Licensing Provisions

M.G.L. Chapter 112
 Section 173 to 195

Real Estate Appraisers, through their contracts with clients, provide real property, commercial and residential appraisal services.

The Board of Registration of Real Estate Appraisers licenses qualified professional appraisers in compliance with the mandates of Title XI, Federal Financial Institution Reform, Recovery and Enforcement Act (FIRREA) of 1989. The Board insures the integrity of its licensees through fair and consistent enforcement of the statutes and regulations, and the Uniform Standards of Professional Appraisal Practice as determined by the Appraisal Standards Board of the Appraisal Foundation.

Facts and Figures

The Board of Registration of Real Estate Appraisers licenses approximately 4,676 real estate appraisers and trainees throughout the Commonwealth. The Board received 30 new complaints and resolved 37 complaints from this and previous fiscal years. The Board held two investigative conferences and two formal hearings, entered into three consent agreements, suspended two licenses, revoked three licenses, and placed one on suspension.

Accomplishments

The Board has developed and implemented Sanctions Criteria. These criteria are based on a study of other State Appraiser Board discipline and how they applied sanctions to differing levels of violations of the Uniform Standards of Professional Appraisal Practice. The criteria provide the Board with guidance in determining the appropriate level of discipline and fine amounts. The criteria also define and assist the Board in determining what mitigates and aggravates the level of sanction. The result is clear, consistent, and defensible action.

The Board has developed a Criminal Conviction and Discipline Review Policy (CCDR). The policy was based largely on the Good Moral Character determination policy used by the Massachusetts Nursing Board. CCDR has been extremely helpful to the Board in determining an applicant's qualification for licensure. It includes set time frames of exclusion from licensure for certain criminal acts. The policy also provides for an appeal and review process. Not only does this make the decisions of the Board consistent but it also assists the applicant in understanding how his or her prior actions will impact their pursuit of licensure. An additional benefit is that it provides clear direction so that Board staff can make an initial determination on many of the applicants that fall under this policy. This expedites the process for all candidates.

Special Recognition

The Board of Registration of Real Estate Appraisers would like to recognize Gladys Clifton. Ms. Clifton works diligently for the Board on a daily basis. She is the person who all applicants, licensees and consumers first deal with on Board business. She continues to learn about the appraisal industry so that she can better serve the public. The Board consistently hears positive feedback concerning its staff and it is staff as dedicated as Ms. Clifton that makes our roles as Board members effective and enjoyable.

Future Issues

The Appraisal Standards Board of the Appraisal Foundation has increased the pre-license education requirements. The Board is working on notifying the public and candidates not already licensed at the highest level of these new criteria. It necessitates the review of the Board's entire course approval and education verification procedures. The new criteria are scheduled to take effect January 1, 2008. They include an increase in appraisal related courses and the addition of college level courses or in lieu of specified college level courses, an Associate or Bachelors degree.

The Board of Registration of Real Estate Brokers and Salespersons



Board Members

Ann Blackham, Chair
 L. Bradley Hutchinson, Member
 Frederick Koed, Public Member
 Richard W. Neitz, Member
 Alfred R. Razzaboni, Public Member

Creation of Board

M.G.L. Chapter 13,
 Section 54 to 57

Rules and Regulations

254 CMR 1.00-7.00

Licensing Provisions

M.G.L. Chapter 112
 Section 87PP to
 87DDD1/2

Licensed real estate brokers and salespersons assist consumers wishing to purchase, sell, lease or exchange real property. This assistance encompasses a host of services including evaluating property for basic valuations, negotiating purchase, sale or lease agreements, maintaining escrow accounts and advertising.

The Real Estate Board licenses only those candidates who meet the statutory and regulatory requirements for real estate brokers and salespersons. In carrying out its mission, the Board regulates real estate schools and curriculum and contracts with a testing vendor to provide the licensing examination. Of equal importance, the Board seeks to protect consumers by exercising its authority to discipline those real estate agents that violate licensing laws and regulations.

Facts and Figures

The Board of Registration of Real Estate licenses approximately 77,933 real estate agents and brokers throughout the Commonwealth. In fiscal year 2004, the Board investigators inspected 8 real estate establishments, checking 152 licenses. The Board received 294 new complaints and resolved 322 complaints from this and previous fiscal years. The Board held 19 formal hearings, entered into 35 consent agreements, suspended 22 licenses, accepted the voluntary surrender of eight licenses, revoked 18 licenses, placed 5 licenses on probation, and issued one stayed suspension. In addition to the disciplinary action the Board was able to secure consumer refunds totaling \$18,800 dollars.

Accomplishments

Agents of the Board performed inspections in several Boston neighborhoods and metropolitan communities to survey compliance with the law prohibiting brokers from making recommendations to consumers on home inspectors. Roughly 70% percent of the surveyed firms were in compliance with the law. The Board subsequently issued an advisory letter to the surveyed firms concerning home in-

<http://www.mass.gov/dpl/boards/re/index.htm>

The Board developed an advisory letter to real estate firms concerning the overcrowding of apartments in several Boston neighborhoods with high student populations. The Board identified all of the licensed real estate businesses in those neighborhoods and issued an advisory letter to the real estate firms citing the local and state provisions concerning apartment utilization and the consumer safety considerations that are at the heart of those provisions.

The Board became a participant in the Commonwealth's project to enhance its current presence on the internet and, among other things, to ultimately permit online license renewal with credit card payment.

Special Recognition

The Board of Registration of Real Estate Brokers and Salespersons would like to recognize Colleen DiGiralamo and Neal Fenochietti. Both Ms. DiGiralamo and Mr. Fenochietti have performed outstandingly. They are responsible for a large volume of the daily work of the Board. They have also performed their duties at a very high quality and in a timely manner. Both staff members have demonstrated a continued willingness to take on additional tasks as needed. Mr. Fenochietti has also assumed many responsibilities on behalf of the Appraiser Board which has the same Executive Director as the Real Estate Board.

New Rules and Regulations

The Real Estate Board will need to revise its agency disclosure regulation in view of newly enacted legislation regarding agents that practice as designated, dual and sub-agents. The Board will also need to develop disclosures forms for agents to use in their practice.

Future Issues

The Board will make changes to the pre-licensing and continuing education curricula in view of the new statute permitting designated, dual and sub-agency by real estate agents.

The Board of Registration of Sanitarians



Board Members

Sharon Cameron, Chair

Dr. David Kaplan, Vice Chair

Greg Erickson, Secretary

Vartkes Karaian, Member

Jennifer Lamb Sullivan, Member

Creation of Board

M.G.L. Chapter 13,
Section 51- 53

Rules and Regulations

255 CMR 2.00 - 5.00

Licensing Provisions

M.G.L. Chapter 112,
Section 87LL to 87OO

Sanitarians administer environmental and health programs for both public and private agencies and organizations in food protection and safety, water quality, air quality, noise, industrial and land pollution, sewage disposal, hazardous and toxic substances, solid waste management and institutional health.

The Board of Registration of Sanitarians protects the public health and welfare through regulation of the profession in accordance with the state statutes and board regulations. The Board maintains a registration program for persons meeting the established educational, experience and examination requirements. It determines eligibility for admission to the examination and conducts both written and oral exams. The Board maintains registration records, issues certificates of registration, holds meetings, adopts new regulations and determines continuing education requirements. In enforcing the laws in the fields of environmental and public health, the Board is qualified to perform public health and environmental inspections and related administrative duties. The Board investigates reports of violations in rules and regulations, conducts hearings and takes disciplinary action when required.

Facts and Figures

The Board of Registration of Sanitarians licenses approximately 408 sanitarians throughout the Commonwealth. The Board received 24 new complaints and resolved 23 complaints from this and previous fiscal years. The Board held four formal hearings, entered into one consent agreement, suspended four licenses and placed one license on probation.

Accomplishments

The Board has extended an invitation to the Health Officers Board to meet at least once yearly to discuss common issues.

The Board of Registration of Social Workers



Board Members

Walton Stamper, Chair

Mary Chin, LICSW, Vice Chair

Dale Van Meter, LICSW Secretary through 11/03

Leticia Hermosa, Secretary, 11/03– Present

Aida Bruns, LICSW, Professor Emeritus

Priscilla Lynch, LSW, Union Representative

Creation of Board

M.G.L. Chapter 13,
Section 80-84

Rules and Regulations

258 CMR 1.00-31.00

Licensing Provisions

M.G.L. Chapter 112,
Section 130-137

Licensed Social Workers provide services to consumers as defined by the statutes and described in the regulations. Generally, social work professionals provide counseling to individuals, couples, families and groups directed toward specific goals. They assist individuals or groups with difficult day-to-day problems, such as finding employment, locating sources of assistance, or organizing community groups to work on a specific problem.

The Board of Registration of Social Workers protects the public through regulation of the practice in the Commonwealth of Massachusetts. It determines eligibility for admission to examinations for social work, conducts examinations and licenses qualified individuals at one of four levels of licensure (Licensed Independent Clinical Social Worker, LICSW; Licensed Certified Social Worker, LCSW; Licensed Social Worker, LSW; Licensed Social Work Associate, LSWA). The Board holds meetings, hears complaints, and takes action as required with the assistance of the Division's legal counsel and investigators.

Facts and Figures

The Board of Registration of Social Workers licenses approximately 21,054 social workers throughout the Commonwealth. The Board received 32 new complaints and resolved 24 complaints from this and previous fiscal years. The Board held one investigative conference, entered into one consent agreement, and accepted the voluntary surrender of one license.

Accomplishments

The Board of Social Workers have set precedent for other mental health related Boards with their enforcement priority policy. This was the basis that several

other Boards worked from in creating their own enforcement policies. The Board staff was also involved in the Case Management Teams for those social work cases involving alleged sexual misconduct. The execution of this administrative initiative has been helpful in expediting the process, and as applicable, prosecution of these cases.

The Board has taken steps to collaborate with the National Association of Social Workers on various levels. The Executive Director has monthly meetings with NASW, and the Board has submitted several articles to the NASW newsletters to appraise Social Workers of changes in regulations and renewal notification, and change of address responsibilities.

Special Recognition

Walton Stamper, public member and Chairman of the Board, was re-elected as the Director at Large to the Association of Social Work Boards in November 2003.

Dale Van Meter, the Secretary to the Board of Registration of Social Workers, has retired after 22 years of service to the Board of Registration of Social Workers. Rev. Van Meter began his work for the Board in 1982 and served as Board Chair for 12 years. He was the Board's Union Member representing the Service Employees International Union, Local 509. In his life outside the Board, Rev. Van Meter served as an Episcopal priest for over 50 years. He is also an accomplished artist who works with watercolors. The Division extends its thanks to Mr. Van Meter for his service.

New Rules and Regulation

After holding public hearings and fielding feedback from many state agencies, professional associations and other interested parties in FY 03, the Board's revision of 258 CMR were published on September 12, 2004. Specifically, the Board made significant adjustments to the supervision requirements for the social work licensees and the Continuing Education requirements for all levels of licensure.

The Board of Registration of Speech Language Pathologists and Audiologists



Board Members

Barbara A. Morris, M.A., CCC-A, Chair

Holly Arsenault, Public Member

Lenore Daniels-Miller, Sc.D, CC-SLP, Speech
Language Pathologist Member

Gregory L. Lof, Ph.D, CCC-SLP, Speech
Language Pathologist Member

Michael L. Skrip, M.S, CCC-A, FAAA, Audiologist
Member

Creation of Board

M.G.L. Chapter 13,
Section 85-87

Rules and Regulations

260 CMR 1.00-9.00

Licensing Provisions

M.G.L. Chapter 112,
Section 138 to 147

Speech-Language Pathologists screen, identify, assess and interpret, diagnose, rehabilitate and work to prevent communication disorders. These disorders can involve articulation, fluency, voice and language.

Audiologists work with peripheral and central audiological systems as well as vestibular dysfunction. Audiologists screen, identify, assess, interpret, diagnose, rehabilitate and work to prevent hearing loss and its related communication disorders.

The Board of Registration in Speech-Language Pathology and Audiology works to license those applicants meeting its qualifications, to uphold standards within the professions, and to protect the health, safety and welfare of the public.

Facts and Figures

The Board of Registration of Speech Language Pathologists and Audiologists licenses approximately 4,241 speech language pathologists and audiologists throughout the Commonwealth. The Board received two new complaints and resolved six complaints from this and previous fiscal years. The Board placed one license on probation.

Accomplishments

The Speech Language Pathology and Audiology Board worked together with the Hearing Instrument Board to draft definitions aimed at helping consumers choose professional assistance appropriate to their needs. The definitions are posted on the Speech Language Pathology/ Audiology website at : <http://www.mass.gov/dpl/boards/sp/faq.htm>

The Board of Registration of Veterinary Medicine



Board Members

Edward Leonard, DVM, Chair 2/04-Present

Robert Davis, DVM, Chair through 2/04

Gertrude Lanman, Public Member, Secretary

Steven W. Atwood, VMD, Member

Edward A. Zullo, DVM, Member

Creation of Board

M.G.L. Chapter 13,
Section 26-28

Rules and Regulations

256 CMR 2.00-8.00

Licensing Provisions

M.G.L. Chapter 112
Section 54 to 60

Veterinarians generally diagnose, treat, and prescribe for disease, pain or injury in animals. The Board of Registration in Veterinary Medicine licenses those applicants who have received a doctor's degree in veterinary medicine from an approved school and pass the national exams and the state's jurisprudence exam with grades considered satisfactory by the Board.

The Board protects the public by monitoring the practices of the veterinarians it licenses to insure that they practice according to the laws of Massachusetts and the Board's established standards and code of conduct. The Board works to recognize and address the needs and demands of the profession in a timely fashion.

Facts and Figures

The Board of Registration of Veterinarians licenses approximately 2,622 veterinarians throughout the Commonwealth. In fiscal year 2004, the Board received 112 new complaints and resolved 109 complaints from this and previous fiscal years. The Board held eight investigative conference, entered into two consent agreements, and placed two licenses on probation.

Accomplishments

In 2003, The Board of Registration of Veterinary Medicine celebrated 100 years since their creation, making it one of the longest existing Boards in the agency.

Throughout FY 04, the Board worked actively to consult with a variety of sister state agencies, schools of Veterinary Medicine, and professional associations with the goal of finalizing the revisions to 256 CMR. In addition to working with these associations the Board held two public hearings for additional input from the public.

The Board of Veterinary Medicine worked with the Office of Investigations with the goal of triaging complaints that were not of high priority. Specifically, the Board requested that the following concerns not be docketed:

- All complaints involving veterinarians not allowing a prescription to be sent to an online pharmacy. Instead, they should be closed with a letter sent to the complainant along with the Board's policy issue;
- All complaints regarding billing issues;
- All complaints against the owner of a veterinary practice not be docketed, unless the licensee has had direct involvement in the case.

Special Recognition

Jodi Bornstein Rubin, former Administrative Assistant to the Board was given the Peer Recognition Award at the Division of Professional Licensure. Jodi was one of three employees chosen by her peers as an individual who has gone above and beyond her role as a public servant. This distinction has certainly been reflected in her day to day work for the Board of Registration of Veterinary Medicine.

Future Issues

The Board has recently begun collaborating with the Bureau of Animal Health which has jurisdiction over pet shops. The Board, as well as the Bureau, have discussed concerns of the substandard of practice that are too often present at pet shops. The Board, along with the Bureau, will be taking initiatives to remind consumers as well as veterinarians of the standards and regulations that are mandated. Additionally, inspections of pet shops are expected to be coordinated through the Board of Veterinary Medicine and the Bureau of Animal Health over the next year.

Employees

Division of Professional Licensure

Administration

Anne L. Collins– Director

Chuck Borstel– Assistant to the Director

Stacey Whelan– Executive Assistant

Richard Page– Deputy Director for General Administration

Linda Grasso– Deputy Director for Enforcement and General Counsel

Stephen Nemmers– Deputy Director for Policy and Planning

Clarise Spriggs– Administrative Services Coordinator

Dalisna Noel-Receptionist

Sara Steele-Rogers-Intern

Accounting Unit

Susan Dolabany-Fiscal Services Manager

Greg Hall– Mail Clerk

Orlando Abreu– Accountant

Wilma Kennon– Accountant

Rose Kottat-Accountant

Computer Services

Ken Peterson-MIS Director

Arthur Chidlovski-Webmaster

Latasha Cooper -EDP Systems Operator

Julia Ruiz -EDP Systems Operator

Paul Squatrito-EDP Systems Analyst

Gerard Galvin-Program Coordinator

Steven Whittredge-Network Coordinator

Milan Demel-EDP Systems Analyst

George Ulrich–Programmer

Said Gusic-EDP Systems Analyst

Investigations

Phil Smith- Chief Investigator

Jerry DeCristofaro- Assistant Chief Investigator

Anne Driscoll– Supervisor

Mark DuVerger– Supervisor

Robert Risner– Supervisor

Steve Smith– Supervisor

Theresa Buckley– Administrative Services Coordinator

Cheryl Yebba– Administrative Assistant

Cindy Boucher– Administrative Assistant

Kristen Garfield-Intern

Compliance Officers

John Bresnahan

Joan Bristol

Colleen Cotter

Shawn Croke

Colleen Feeney

Hubert Gray

Ann Marie Staunton

David Medeiros

Joseph Moran

Richard Paris

Taylor Roth, Jr.

Sal Sansone

Norman St. Hilaire, Jr.

Catherine Stec

Paul Taylor

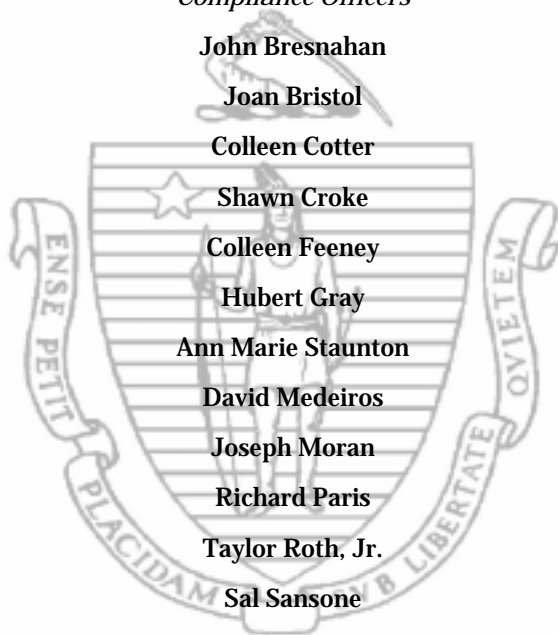
Alan Van Tassel

John Venditti

Lou Visco

Gary Williamson

Christopher Lee



Office of Legal Council

Gail Gabriel- Chief Counsel

Alex Borre– Board Counsel

Christopher Carroll– Board Counsel

Stephanie Zierten– Board Counsel

Irene Carr– Hearings Counsel

Anne Colleton– Hearings Counsel

Maria Silva– Paralegal

Office of Prosecutions

George Weber-Chief Prosecutor

Deborah Kravitz– Prosecuting Council

Jennifer Murphy– Prosecuting Council

James Read– Prosecuting Council

Pasqua Scibelli– Prosecuting Council

Marc Tonaszuck-Prosecuting Council

Jessica Uhing-Luedde– Prosecuting Council

Amy Riordan-Administrative Assistant

Charles Kilb-Intern

Boards of Registration

Joseph Autilio– *Executive Director*– Real Estate Brokers and Salespersons– Real Estate Appraisers

Staff:

Gladys Clifton

Joanne Daly

Colleen Digirolamo

Neil Fenochietti

Amelia Halas

Catherine Keyes -*Executive Director*– Public Accountants

Staff:

Victoria Fernandes

Michelina Martignetti

**Erin Arnold— *Executive Director*— Allied Mental Health Professions— Dieticians and Nutritionists -
Engineers— Health Officers— Psychologists— Social Workers— Veterinary Medicine**

Staff:

Jodi Rubin

Joseph LaFrazia

Patricia Murray

Deborah Milliken

Karen Schwartz

Richard Fredette— *Executive Director*— Electricians

Staff:

Clementina Mazzotta

Dolores Powers

Tamara Smith

**Catherine Keyes— *Executive Director*— Allied Health— Chiropractors— Optometrists— Podiatry— Speech &
Language Pathology and Audiology**

Staff:

Anne Evans

Deta Lawson

Gretchen Lucas

Karol Sierra-Yanez

Thomas Burke

**Helen Peveri— *Executive Director*— Architects— Cosmetologists— Operators of Drinking Water Supply Fa-
cilities— Electrologists— Engineers and Land Surveyors— Embalmers and Funeral Director— Landscape Ar-
chitects— Sanitarians**

Staff:

Patrice Buchanan

Colleen Cavanaugh

Christine Garner

Sandra Rodriguez

Kim Scully

Zane Skerry— *Executive Director*— Barbers— Dispensing Opticians— Hearing Instrument Specialists

Staff:

Paula King

Joseph Peluso— *Executive Director*— Plumbers and Gas Fitters

Staff:

Ann DeRuosi

Cynthia Johnson

Lou Visco

Employee Recognition

The Commonwealth's Performance Recognition Awards recognizes those employees who demonstrate exemplary work performance for achieving a more effective and concerned government.

Division employees receiving the Performance Recognition Award are nominated by their coworkers. Nominations are reviewed by a selection team composed of Division employees. Nomination and selection are based on an employee's ability to act as a part of a team working toward achieving the Division's objectives and a demonstrated commitment to improving the Division's customer focus.

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Cosmetology Team

has historic improvements in Fiscal Year 04. Despite their investigation, the team collected over \$125,000 in fines. This 552% increase from FY 03 can be attributed to the new "citation approach" to

Pictured above are: 1st Row (l-r); Cathy Stec, Sandra Rodriguez, Helen Peveri, Maria Silva, 2nd Row: Anne Collins, Christine Garner, Theresa Buckley, Kim Scully, Parice Buchanan, Jack Doherty, Annemarie Staunton, Sean Croke, 3rd Row; Jerry DeCristofaro, Colleen Cotter, Kelly Puccio, Annie Colleton, Colleen Cavanaugh, Irene Carr, Joan Bristol, Chris Carroll

fines, as well as the identification of communities that would most benefit from inspections. In addition, the team reduced the number of days to process consumer complaints from an average of 406 days in FY 03 to an average of 110 days in FY 04, a 73% increase in speed. The result of the team's work was publicized in press releases, which engendered significant media coverage. This coverage helped increase compliance by licensees and helped empower customers. Because of their excellence, the cosmetology team was awarded the **Manuel Carballo Governor's Award For Excellence In Public Service**.



Director Collins presents the award to Chris with the assistance from Beth Lindstrom the Director of the Office of Consumer Affairs and Business Regulation.

Christopher Carroll

serves as an Administrative Board Counsel. Along with his regular workload, Chris has resolved over 200 backlogged cases for the Engineers Board. Chris also helped implement new pre-need standards for funeral directors and was an integral member of the Cosmo Team. He is a dedicated public servant and is always eager to improve the Division in any way possible. He is a pleasure to work with and has brought a renewed sense of pride to and amongst his colleges and coworkers. Chris was also the recipient of the Excellent in Government Legal Services Award.



Beth Lindstrom Director of the Office of Consumer Affairs congratulates Theresa for her award as Director Collins looks on.

Theresa Buckley is the Office Manager in the Office of Investigations. Theresa has reorganized all of the licensee cases, making them easily accessible. Theresa's work to streamline administrative procedures helped the Division succeed in reducing case backlogs and conducting intake on a record number of new cases. Theresa is always eager to help others and willing to find or research cases at any given time.

Appendix A

Licenses Per Profession

Allied Health Professionals— 18,177

Allied Mental Health Professionals— 5,345

Architects— 6,408

Barbers and Shops— 5,352

Chiropractors— 1,899

Cosmetologists and Shops— 62,599

Dietitians and Nutritionists— 2,265

Dispensing Opticians— 1,878

Drinking Water Supply Facilities Operators— 4,314

Electricians— 29,363

Electrologists— 816

Engineers and Land Surveyors— 15,534

Funeral Directors and Embalmers— 2,639

Health Officers— 132

Hearing Instrument Specialists— 152

Home Inspectors— 456

Landscape Architects— 817

Optometrists— 1,465

Plumbers and Gas Fitters— 25,394

Podiatrists— 580

Psychology— 4,889

Public Accountants— 13,153

Radio/ TV Technicians— 1,378

Real Estate Appraisers— 4,676

Real Estate Brokers and Salespersons— 77,933

Sanitarians— 408

Social Workers— 21,054

Speech Pathologists and Audiologists— 4,241

Veterinarians— 2,622

Appendix B

BOARDS OF REGISTRATION– LEGAL REFERENCES	C.13	C.112	CMRS
Board of Registration of Allied Health Professions	s. 11A	ss 23A-Q	259
Board of Registration of Allied Mental Health Professionals	s. 88	ss 163-172	262
Board of Registration of Architects	s. 44A	ss 60-O	231
Board of Registration of Barbers	s. 39	ss 87F-S	232
Board of Registration of Chiropractors	s. 64	ss 89-97	233
Board of Registration of Dietitians and Nutritionists	s. 11d	ss 201-210, 274	267
Board of Registration of Dispensing Opticians	s. 48	ss 73C-73L	235
Board of Certification of Operators of Drinking Water Supply Facilities	s. 66B	ss 87 CCCC -DDDD	236
Board of State Examiners of Electricians and Board of Electricians Appeals	s. 32	C.141 ss 1-10C.143 ss 3L-3P	237
Board of Registration of Electrologists	s. 58	ss 87 EEE-000	238
Board of Registration in Embalming and Funeral Directing	s. 29	ss 82-87	239
Board of Registration of Hairdressers	s. 42	ss 87T-87KK	240
Board of Certification of Health Officers	s. 70	ss 87 WWW-ZZZ	241
Board of Registration of Hearing Instrument Specialists	s. 93	ss 196-200	265
Board of Registration of Home Inspectors	s. 96	ss 222-226	266
Board of Registration Landscape Architects	s. 67	ss 98-107	242
Board of Registration in Optometry	s. 16	ss 66-73B	246
Board of State Examiners of Plumbers and Gas Fitters	s. 36	C. 142 ss 1-22	248
Board of Registration in Podiatry	s. 12A	ss 13-22	249
Board of Registration of Professional Engineers and Land Surveyors	s. 45	ss 81D-81T	250
Board of Registration of Psychologists	s. 76	ss 118-129	251
Board of Public Accountancy	s. 33	ss 87 A-E	252
Board of Registration of Radio and Television Technicians	s. 61	ss 87 PPP-VVV	253
Board of Real Estate Appraisers	s. 92	ss 173-195	264
Board of Registration of Real Estate Brokers and Salesmen	s. 54	ss 87 PP-DDD1/2	254
Board of Registration of Sanitarians	s. 51	ss 87-LL-00	255
Board of Registration of Social Workers	s. 80	ss 130-137	258
Board of Registration of Speech-Language Pathologists and Audiologists	s. 85	ss 138-147	260
Board of Registration in Veterinary Medicine	s. 26	ss 54-60	256

Private Donations were used to Publish this report